

Results for the Tigard Public Library 2018 Survey

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

Total	100.0%	2467
Q1. How often do you visit the Tigard Library? (Check one)		
Answer Choices	Response Percent	Response Count
4 or more times a month	44.65%	1089
1 - 3 times a month	39.20%	956
Less than once a month	14.27%	348
First-time visitor	1.39%	34
Never	0.49%	12
	Answered	2439
	Skipped	29

Q2. How old are you?

Answer Choices	Response Percent	Response Count
18 or younger	7.38%	178
19-25	3.77%	91
26-40	21.38%	516
41-60	31.45%	759
61 or older	36.01%	869
	Answered	2413
	Skipped	55

Q3. Please rate the following areas of library service:

Answer Options	Excellent	Good	Just OK	Poor	Don't Use	Response Count	Rating Average	Percentage Excellent & Good					
Checkout Desk	81%	1971	13%	315	1%	20	0%	5	4%	96	2407	3.84	98.9%
Reference Desk	58%	1411	12%	287	1%	26	0%	7	26%	617	2348	3.79	98.1%
Children's Room Desk	40%	965	6%	149	1%	14	0%	3	47%	1144	2275	3.84	98.5%
						Answered	2419				Skipped	49	

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

Answer Choices	Response Percent	Response Count
Tigard Library website	55.52%	1292
WCCLS website	38.81%	903
Word-of-Mouth (friends, library staff)	29.61%	689
Library posters, brochures, bookmarks	36.96%	860
Books & Bits (Library e-newsletter)	33.65%	783
Cityscape (City of Tigard e-newsletter)	15.56%	362
Tigard Life	11.26%	262
Facebook	5.16%	120
Twitter	1.46%	34
NextDoor	5.50%	128
	Answered	2327
	Skipped	141

Q5. Did you use a library computer during the last 12 months?

Answer Choices	Response Percent	Response Count
Yes	42.08%	991
No	57.92%	1364
	Answered	2355
	Skipped	113

Q5a. If you answered yes, please choose all of the software products you used on a library computer during the last 12 months.

Answer Choices	Response Percent	Response Count
Microsoft Word	35.80%	358
Microsoft Excel	11.20%	112
Microsoft PowerPoint	5.30%	53
Adobe Creative Cloud	3.60%	36
Adobe Reader	12.60%	126
Google Docs	23.90%	239
None of the above	50.60%	506
	Answered	1000
	Skipped	1468

Q6. On average, how often did you use the 24-hour walk-up to return items during the last 12 months?

Answer Choices	Response Percent	Response Count
Never	31.26%	743
Once or Twice	33.74%	802
Monthly	25.58%	608
Weekly	9.42%	224
	Answered	2377
	Skipped	91

Q7. Do you ever walk, bike or take TriMet to the library?

Answer Choices	Response Percent	Response Count
Yes	29.22%	696
No	70.78%	1686
	Answered	2382
	Skipped	86

Q8. Have you ever attended a current events or social issues program at the library? (e.g. "Together at the Table," "Misinformation, Fake News & Political Propaganda," "Homeless in the Land of Plenty," ...)

Answer Choices	Response Percent	Response Count
Yes	22.91%	541
No	77.09%	1820
	Answered	2361
	Skipped	107