

## Results for the Tigard Public Library 2019 Survey

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

Total

### Q1. How often do you visit the Tigard Public Library? (Choose one.)

Answer Choices	Responses	
4 or more times a month	40.93%	406
1 - 3 times a month	36.19%	359
Less than once a month	20.87%	207
First-time visitor	0.81%	8
Never	1.21%	12
	<b>Answered</b>	<b>992</b>
	<b>Skipped</b>	<b>7</b>

### Q2. How would you rate the experience you have at the Library?

	Excellent	Good	Just OK	Poor	Don't Use	Response Count	Rating Average	Percentage Excellent & Good					
Checkout Desk	80%	789	14%	134	1%	6	0%	2	5%	51	982	3.84	99.1%
Reference Desk	54%	531	12%	122	1%	11	0%	1	31%	306	971	3.78	98.2%
Children's Room Desk	34%	332	5%	52	0%	4	0%	0	57%	562	950	3.85	99.0%
						<b>Answered</b>	<b>988</b>						
						<b>Skipped</b>	<b>11</b>						

### Q3. How do you learn about what's happening at the Library? (Check all that apply.)

Answer Choices	Responses	
Library website	49.02%	475
WCCLS website	35.91%	348
Word-of-Mouth (friends, library staff)	23.84%	231
Library posters, brochures, bookmarks	40.45%	392
Books & Bits (Library e-newsletter)	58.72%	569
Cityscape (City of Tigard e-newsletter)	24.25%	235
Tigard Life	17.54%	170
Library Social Media (Facebook, Twitter, Instagram)	11.97%	116
City of Tigard Social Media (Facebook, Twitter, Instagram, NextDoor)	10.32%	100
	<b>Answered</b>	<b>969</b>
	<b>Skipped</b>	<b>30</b>

### Q4. In order to provide more events and improve customer service, the Library proposes opening at 10 a.m. on Sundays and closing at 8 p.m. Mondays through Fridays. How would this affect your usage of the Library?

Answer Choices	Responses	
Would not affect my visit times	64.71%	640

Would be great	28.72%	284
Would negatively affect my visit times	6.57%	65
	<b>Answered</b>	<b>989</b>
	<b>Skipped</b>	<b>10</b>

**Q5. Would you like a coffee shop in the lobby?**

Answer Choices	Responses	
Yes, I would like a coffee shop	76.88%	645
No, I would not like a coffee shop	23.12%	194
	<b>Answered</b>	<b>839</b>
	<b>Skipped</b>	<b>160</b>

**Q6. What spaces would you use in the Library? (Check all that apply.)**

Answer Choices	Responses	
Quiet study area	68.39%	517
Interactive displays	25.79%	195
Makerspace / New technology	25.66%	194
Self-paced activities	26.85%	203
Group gathering space	37.30%	282
	<b>Answered</b>	<b>756</b>
	<b>Skipped</b>	<b>243</b>

**Q8. Do you ever walk, bike or take TriMet to the library?**

Answer Choices	Responses	
Yes	30.36%	296
No	69.64%	679
	<b>Answered</b>	<b>975</b>
	<b>Skipped</b>	<b>24</b>