

Results for the 2010 Tigard Library Patron Survey

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

Total	100.0%	3034
Q1. How often do you visit the Tigard Library? Please check one.		
Answer Options	Response Percent	Response Count
4 or more times a month	54.4%	1631
1 - 3 times a month	32.2%	965
Less than once a month	10.1%	304
First-time visitor	2.4%	73
Never	0.9%	27
<i>answered question</i>		3000
<i>skipped question</i>		34

Q2. How old are you?		
Answer Options	Response Percent	Response Count
18 or younger	11.5%	343
19-25	7.3%	216
26-40	27.1%	805
41-60	33.8%	1004
61 or older	20.3%	605
<i>answered question</i>		2973
<i>skipped question</i>		61

Q3. Please rate the following areas of Library services:							
Answer Options	Excellent	Good	Just OK	Poor	Don't Use	Percentage Excellent & Good	Response Count
Availability of Internet Computers	1210	602	70	18	1015	95.4%	2915
Checkout Desk	1944	832	67	9	80	97.3%	2932
Reference Desk	1567	574	64	11	679	96.6%	2895
Children's Room Desk	1067	327	32	8	1411	97.2%	2845
All Above (satisfaction rating)						96.7%	
						<i>answered question</i>	2984
						<i>skipped question</i>	50

Q4. Which of the following would you like the library to provide? (Check as many as you wish.)		
Answer Options	Response Percent	Response Count
Online payment of fines and fees	41.4%	1045
Downloadable books for E-readers like Sony® and	31.4%	792
Blu-ray videodiscs	23.7%	599
None of the above	31.9%	804
Comments:	14.9%	375
<i>answered question</i>		2524
<i>skipped question</i>		510

Q5. Have you left the library dissatisfied? If yes, why?		
Answer Options	Response Percent	Response Count
No	79.8%	2334
Yes	18.6%	545
(a) Item was checked out	6.6%	192
(b) Waited too long for service	2.0%	59
(c) Library had no material on the subject	2.4%	70
(d) I could not find what I wanted	5.5%	160
(e) All computers were in use	2.2%	63
(f) Staff was unable to assist me	1.5%	44
(g) Story Times were full	0.8%	24
(h) Parking	7.2%	210
(i) WiFi did not work	1.3%	37
(j) Other:	8.0%	235
<i>answered question</i>		2925
<i>skipped question</i>		109

Q6. Which of these electronic resources would you use to connect with the Library?		
Answer Options	Response Percent	Response Count
The ability to ask reference questions online (please select method/s below):	39.3%	1000
(a) email	42.9%	1091
(b) texting	8.3%	212
(c) communicating in real time (chat)	12.3%	312
Facebook	19.0%	485
Twitter	3.5%	88
Blogs	5.5%	139
None of the above	38.2%	972
Other:	5.7%	145
<i>answered question</i>		2546
<i>skipped question</i>		488