

Results for the 2012 Tigard Library Patron Survey

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

Total 100% 3818

Q1. How often do you visit the Tigard Library? Please check one.

Answer Options	Response Percent	Response Count
4 or more times a month	47.8%	1813
1 - 3 times a month	34.8%	1320
Less than once a month	14.0%	529
First-time visitor	2.5%	94
Never	0.9%	33
<i>answered question</i>		3789
<i>skipped question</i>		29

Q2. How old are you?

Answer Options	Response Percent	Response Count
18 or younger	10.0%	377
19-25	7.0%	264
26-40	24.2%	909
41-60	35.0%	1314
61 or older	23.8%	893
<i>answered question</i>		3757
<i>skipped question</i>		61

Q3. Please rate the following areas of Library services:

Answer Options	Excellent	Good	Just OK	Poor	Don't Use	Rating Average	Percentage Excellent & Good	Response Count
Availability of Internet Computers	1422	662	81	8	1502	3.61	95.9%	3675
Checkout Desk	2438	1063	73	7	129	3.66	97.8%	3710
Reference Desk	1997	729	64	3	869	3.69	97.6%	3662
Children's Room Desk	1354	355	28	2	1848	3.76	98.3%	3587
<i>answered question</i>								3761
<i>skipped question</i>								57

Q4. How do you learn about Library programs and services?

Answer Options	Response Percent	Response Count
Library flyers, posters, brochures,	54.6%	1977
<i>Books & Bits</i> (Library's eNewsletter)	32.8%	1190
<i>Cityscape</i> (City of Tigard newsletter)	29.2%	1057
Tigard Library website	49.4%	1790
Facebook, Twitter, or other Social	3.8%	137
www.oregonlive.com	2.5%	91
Newspapers	9.9%	360
Word-of-Mouth	18.9%	684
Other:	6.9%	251
<i>answered question</i>		3623
<i>skipped question</i>		159

Q5. Have you downloaded e-books from the Library?

Answer Options	Response Percent	Response Count
Yes	12.1%	452
No	87.9%	3295
<i>answered question</i>		3747
<i>skipped question</i>		71

Q6. Do you own an e-reader?

Answer Options	Response Percent	Response Count
Yes	25.0%	935
No	75.0%	2806
<i>answered question</i>		3741
<i>skipped question</i>		77

Q7. The library provides access to online resources at www.wccls.org/online_resources/all. Which of these have you used in the past year?

Answer Options	Response Percent	Response Count
Auto Repair Reference Center	3.3%	108
Reference USA	4.1%	132
Magazine full-text articles	8.2%	266
Newspaper full-text articles	5.7%	185
AncestryPlus	3.6%	118
Biography in Context	2.0%	64
Culture Grams	1.8%	58
Learning Express	2.0%	64
MedlinePlus	2.9%	93
World Book Encyclopedia	3.7%	119
Mango (Language Learning)	2.6%	84
Did Not Use	76.3%	2476
Other:	4.0%	131
<i>answered question</i>		3243
<i>skipped question</i>		575