Results for the 2013 Tigard Library Patron Survey

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

Total	**100%**	**3430**

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

Answer Options	Response Percent	Response Count
4 or more times a month	47.2%	1607
1 - 3 times a month	34.8%	1187
Less than once a month	15.6%	532
First-time visitor	1.7%	57
Never	0.7%	25
answered question		3408
skipped question		22

Q2. How old are you?

Answer Options	Response Percent	Response Count
18 or younger	10.2%	342
19-25	6.0%	201
26-40	22.8%	767
41-60	35.4%	1187
61 or older	25.6%	860
answered question		3357
skipped question		73

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
Availability of Internet Computers	1326	557	66	6	1337	3.64	96.3%	3292
Checkout Desk	2272	863	63	7	121	3.68	97.8%	3326
Reference Desk	1815	668	54	3	761	3.69	97.8%	3301
Children's Room Desk	1221	332	32	4	1652	3.74	97.7%	3241
							answered question	3381
							skipped question	49

Q4. How has the reference staff helped you in the past three months? (Adult, Children's or Young Adult)
Check all that apply.

Answer Options	Response Percent	Response Count
Answer reference questions	37.7%	1227
Download and/or use library e-books	5.5%	179
Find a specific item (book, DVD, etc.)	45.9%	1495
Find items on a topic	20.3%	662
Learn about programs and classes	14.9%	484
Obtain reading recommendations for myself or family	11.0%	358
Place a hold	27.0%	877
Print from library computers	12.2%	396
Use databases or Internet resources	10.9%	356
Use the library computers	15.6%	508
Did not use	29.5%	961
Other:	3.7%	120
answered question		3254
skipped question		176

Q5. Did you know that Tigard Public Library offers hundreds of free eduational and entertaining programs throughout the year? Please check those you are likely to attend.

Answer Options	Response Percent	Response Count
Author Visit	36.0%	1125
Children's Event	26.5%	827
Computer Class or Open Lab	24.5%	765
Craft Workshop	30.1%	940
Dance Performance	19.0%	594
History Program	29.6%	925
How-to Program	28.0%	874
Movie	26.4%	825
Music Performance	35.0%	1092
Teen Program	8.6%	268

None	17.3%	541
Other:	4.7%	148
	answered question	3123
	skipped question	307

Q6. If the library were open on Thursdays, would you visit?

Answer Options	Response Percent	Response Count
Yes	80.2%	2529
No	19.8%	624
	answered question	3153
	skipped question	277

**Q7. What would you do on Thursdays at the library?
Check all that apply.**

Answer Options	Response Percent	Response Count
Pick up holds	60.1%	1652
Use the Internet	28.4%	782
Homework/Study	22.0%	606
Check out materials	79.2%	2176
Use the Children's Room	20.8%	572
Other:	7.3%	201
	answered question	2749
	skipped question	681