

2015

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

Minor typos and/or spelling errors were not corrected in the comments.

Question 5 - Tell us about a memorable library experience you had in the past year.

- 1 Enjoyed the Hawaii Program.
- 2 Summer Reading Program!
- 3 Finding copy of Cityscape on counter.
- 4 Restrooms are clean.
- 5 The big pine blowing down! I wonder if you will plant another tree.
- 6 Being "hired" as a volunteer.
- 7 being able to find the book(s) I wanted on the shelf :)
- 8 The time I exceeded the limit for how many books you can check out. Also seeing the librarian that used to work at my elementary school.
- 9 Learned how to use the computer to search for books
- 10 The speaker about edible wild foods. He wrote a book. A return engagement wood be wonderful
- 11 I'm grateful for the printing services and the books for sale up front. friendly faces always willing to help.
- 12 I like the printed tax forms
- 13 I recently dropped off one of my personal music CD's in an audio book case - The librarian notified me & held my (personal) music CD for me. I thought that was excellent cust. service.
- 14 We were looking for a childrens' magazine called 'Click'. Though the library didn't carry any, the librarians helped us nicely, to put holds and get it from other libraries.
- 15 Reading books.
- 16 Children's room - helping to find books as I am an inexperienced parent
- 17 only place I could find a book that I needed that wasn't at Powell's Barnes or anywhere else!
- 18 Getting help finding reading books for my daughter. Renewing a book I HAD TO FINISH :)
- 19 Quiet study areas
- 20 When I attended the 2-4 year old program with my little 3 years boy. We enjoyed the singing and the activities.
- 21 Got help with computer
- 22 Watching the Civil War on the big screen in the Community Room. Refreshments were appreciated.
- 23 Everyone is so friendly & helpful, never cranky
- 24 I have been out of town the past year, but the people here are very personable
- 25 Finding a political book I had seen on the Internet
- 26 simply finding new books/authors
- 27 no
- 28 The Star Wars Convention
- 29 Several - while listening to Music performances that the library brings in Authors, Cultural events.
- 30 love the culture passes
- 31 Reference desk staff extremely courteous and helpful
- 32 Good service
- 33 Taking my daughter to check out some books & watching how excited she was.
- 34 Hey! You guys are so great it would only be memorable if someone wasn't pleasant!
- 35 The Children's Room desk personnel are wonderful! helpful & patient
- 36 Becoming a Volunteer!
- 37 Tax (on-line) ran out of time and they let me get back on line to finish w/print and all!
- 38 all of them
- 39 - Story Time with Holly - fun, hands-on activities.
- 40 Researching the purchase of a new vehicle
- 41 always pleasant staff @ front desk & checkout clerks will get book on hold that just came in. Ramona is the best.
- 42 Volunteering
- 43 wen I went to get my first Elfint and pigge book.
- 44 some of the programs (music, christmas, etc)
- 45 Halloween Story Time Parade with my son - he had so much fun!
- 46 children's programs are always excellent
- 47 just coming in for a while to work on a project and also coming in to finish online school.
- 48 Nice and quiet place to study

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- 49 Computer use
- 50 Good experience learning to use resources for borrowing a book from another library
- 51 Annual user of tax assistance AARP - Fantastic service to offer the community
- 52 Well, when we visited to the library, we really have a good time together and also we attend to the computer classes.
- 53 Checking out books. Read books at the library. Used to go to storytime when younger.
- 54 Used to go to story time when I was younger
- 55 Quidditch
- 56 When we came to watch the superbowl.
- 57 When I call to request book club books, the staff is very kind and helpful. Also direct me to shelves where specific types of books are found. Today I checked out a book and left it on the counter. The young lady who had helped me caught up with me with the book!
- 58 When I thought a book that I wanted wasn't there, when my mom found it.
- 59 It was my first time reading diary of a wimpy kid
- 60 I had a memorable time when I did Dogs and Tales
- 61 I've read lots of books
- 62 I have been to the Story Time many times
- 63 very kind and like we are all family
- 64 I learned a lot of Science
- 65 Enjoyed picking up request Audio books
- 66 Finding Tigard Library (live closer to Tualatin library & have used it exclusively in the past)
- 67 Can't think of one.
- 68 Everyone is always pleasant to work with.
- 69 Was having problem using computers. Ladies were more then willing to help.
- 70 Hanging out in the teen room.
- 71 Extra help with finding books.
- 72 I came to the Super Readers book group. It was fun!
- 73 N/A
- 74 It's always memorable.
- 75 Reading w/my child.
- 76 Noche de cuentos - Tales For Kids
- 77 Found a blue label DVD i'd been wanting to watch - very exciting!
- 78 My wife brought our son into a kids reading session and it was very nice.
- 79 Being able to study in the upstairs private rooms easily without being interrupted.
- 80 Taking grand kids to story time.
- 81 I had alot of fun with my daughter coloring pictures of Clifford. I also have had alot of success with the potty training kits available. She is so excited.
- 82 ?
- 83 I came with friends and we had a study group. It was pretty fun.
- 84 The children's librarian goes out of the way to help the kids.
- 85 Things go as planned usually, so none.
- 86 One time I was lost & the receptionist let me use the phone.
- 87 N/A
- 88 Being able to volunteer for the summer.
- 89 Good help from all employees.
- 90 Work on projects in private rooms.
- 91 Well I came here and my friend pulled a prank on me and scared me but I love this place.
- 92 Bringing friends do homework and study.
- 93 They have so many great events to really connect avid readers.
- 94 It's good but it doesn't have alot of self published books, but the people are very helpful.
- 95 Whenever I have gone w/a need or request to the children's help desk they are always really helpful and go out of their way to help me.
- 96 I had difficulty with an audio book and the front desk did a great job helping me.
- 97 I got my very own liebery card.
- 98 They had the breakfast club.
- 99 I found alot of books that I really enjoyed.

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- 100 Love the book sales events.
- 101 I DO NOT like e-books, AT ALL!
- 102 Nope, maybe today.
- 103 Children's story & activity. Best event was Star Wars Day!
- 104 being able to get awesome resources- that they are available
- 105 I enjoy the mitten and hat christmas tree and always bring items for it
- 106 when the first time I came I had donuts and a great book
- 107 when I first came I played
- 108 playing on the computer
- 109 We love walking to our Library! I lost 2 C-D's- your staff was SO helpful- they gave me time--- I found them!
- 110 Volunteering is always memorable here. Love helping others
- 111 When I came for the Day of the Dead celebration and I made and saw most of my friends
- 112 RENEWING MY LIBRARY CARD WAS A SINCH! AND THE LIBRARIAN TOLD ME ABOUT THE ONLINE RESOURCES AVAILABLE
- 113 My daughter has enjoyed Dogs and Tales
- 114 working 2 hrs on the computers- taking my laptop in the nice fireplace Rm
- 115 my son enjoyed the music this summer
- 116 Being able to begin my practicum in the Youth Services Department
- 117 The book group for teens is really awesome and I'm glad I got to meet new people.
- 118 DID ATTEND ONE OF THE CHILDRENS PROGRAMS WITH A GRANDCHILD AND WE BOTH ENJOYED IT.
- 119 I LIKE MARY WATSEN
- 120 very good
- 121 summer activities
- 122 BRINGING GRANDKIDS FOR READ TO
- 123 everyone is so helpful and nice
- 124 I had a great time reading to the dogs
- 125 DISNEY MOVIES
- 126 loved finding a kindle loaded with bestsellers!
- 127 mostly just getting homework done!
- 128 always quick & easy
- 129 Great cust service & kindnesses from the "folks" at check out desk
- 130 FINDING THINGS THAT ARE HARD TO FIND
- 131 Great service - friendly - CLEAN!!!
- 132 I like to borrow interlibrary & some of the books are great!
- 133 I read a lot of good books
- 134 Learned re online encyclopedia
- 135 My experience I had in the past year is checking out a lot of books
- 136 When I came for my state report I needed help and the people were very nice to me.
- 137 Childrens Room desk staff is sooo helpful! Love them all!
- 138 Childrens Reading clues in the summer
- 139 I use the online services mostly
- 140 Librarian explained cultural Pass to me
- 141 Dogs & Tales
- 142 I like reading to the dogs, and getting to pick out books
- 143 we started Dogs & Tales this year, & my son is very excited to come read to the doggies
- 144 The excitement of finding a book I've been longing to read available on the bestseller shelf!
- 145 everyone that works here is very personable
- 146 needle felting class
- 147 Always great services/ Helpful
- 148 I had my taxes filed here
- 149 Great first visit & help getting started
- 150 1st time here people were very helpful in showing how to hook up
- 151 Finding a best seller in the regular books. I had reserved it previously & my name was way down the list. I was thrilled to get the book SO much sooner.

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- 152 The reference desk help me locate a book at another library. very helpful. saved me money on buying a new book for school
- 153 cordial volunteers
- 154 To be able to get tax assistance is great, occasionally food or drink, to read upstairs is comfort & access the internet!
- 155 Always helpful to all - but the reference desk especially.
- 156 Cool archive of WWII Oregonian.
- 157 I got a library card with no proof of residence until next day.
- 158 Seeing my two daughters fall in love with reading after getting their own library card.
- 159 Drove in then remembered it is closed on Thursday.
- 160 I was having trouble printing out something for school and the reference desk was very helpful with getting my needs met.
- 161 Nothing memorable but every experience I have here is good. It's my favorite library.
- 162 Most memorable - That would have to be a volunteer helping me learn excel program on my computer in the lab.
- 163 All employees extremely helpful.
- 164 Helpful workers always.
- 165 Cultural pass exealaunt services.
- 166 Children story time.
- 167 Always a memorable experience.
- 168 N/A
- 169 Whenever I come to the library and that book is on the shelf like it's waiting for me.
- 170 Lost one of my library card and was not sure if I would be able to get another. So, a sweet lady at the front desk gladly led me to the library desk to get another and did it with a smile.
- 171 With grand kids
- 172 Finding good books to read
- 173 I enjoyed the concerts in the community room.
- 174 Chapter books wanted
- 175 Studying with my dad
- 176 Friendly staff, great work!
- 177 Teacher Jamie ___?___ is a great teacher.
- 178 Humm...nothing coming to mind but appreciate all you do.
- 179 Toddler Time
- 180 It is hard for me to walk and everyone is gracious to go and find my books
- 181 Library person worked extremely hard for me in order to help me get a film I needed.
- 182 I met my friends here by accident, which is always nice since we never see each other.
- 183 They are all memorable. I love coming here.
- 184 Having a library close by got me into reading again
- Friendly, helpful staff
- 185 An employee reserved a DVD for me.
- 186 I love to get my movie vibes
- 187 Upstairs ref desk searched all of WA county and into Portland libraries for me
- 188 My son comes to tutoring here each week; so I love to just wander the stacks seeing new things. _Love_ the newspaper WW2 showcase.
- 189 ?
- 190 Aaron Meyer concert
; Merimba (?) concerts
- 191 Looking through the extensive jazz collection and finding great music
- 192 I havent been since 3 year ago
- 193 Kool
- 194 Amber is awesome! She always is helping me find books for my hard to please reader
- 195 Some people in check out desk are not friendly.
- 196 My daughter had a report due, looking for books and we were helped to find exactly what we needed!
- 197 Storytime with Jamie and the other librarians
- 198 Havnt been here in 3 years but all my experiences at the tigard library were great.
- 199 Baby story time. Everytime. It's awesome!

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- 200 Great help and assistance I received upstairs!
- 201 My child loves Book Baby/Fun for One
- 202 Everyone was really nice. I used to come to story time as a little kid.
- 203 Friendly and helpful reference librarians
- 204 My daughter like reading book and she 2 yrs and she got introduce to book from here
- 205 N/A
- 206 I wasn't able to make it to the Dec. craft day this year but in the past, that was a great day for me to bring my teen daughters and our exchange student. Fun event!
- 207 Learning how to use Overdrive to access ebooks on my phone has been great - very helpful for travel.
- 208 Questions very well answered in library regarding electronic resources.
- 209 Extra programs - especially music
- 210 Helping me find a book for school and choosing which ones would be best.
- 211 I found a really neat book, and something I did not like was a little boy shoving and pushing.
- 212 My friends and I came to the library together and we found some really cool contests to enter for the library.
- 213 Having my daughters in the book club
; Super readers and teen; The librarians Jamie and Janet wonderful
- 214 On Tuesdays I volunteer
- 215 Not past year, 6 years ago the kid camp and activities in the summer.
- 216 Nothing stands out - I just enjoy and appreciate being able to check resources
- 217 Very nice staff all the time!
- 218 Programs in the community room are always excellent
- 219 I bring my grandchildren here and have for the last 4 years and we love coming here.
- 220 Watched 3 seasons of Downton Abbey
- 221 Chatting with friendly helpful staff
- 222 Really enjoy the childrens section where kids can play and I can browse
- 223 When the guy remember who we were and didn't even have to ask our name to reserve the study room
- 224 I became aware of a new trilogy for young adults. Tigard library did not have it, tried to get it, and ultimately ordered it for me
- 225 Very nice check in lady
- 226 Helpful-Becka at check out to find a DVD that I ordered but did not received a notification
- 227 Recently at the reference desk two ladies there were excellent. On-call librarian on Saturday who helped Suki was very impressive that day- came downstairs & report it to a lady, said she will make a note and put it on the b.board. Hope you find a note of it.
- 228 Story time with Jamie is always good
- 229 a lovely young woman upstairs assisted me in sending an application for employment. She was most helpful. Another time a gentleman assisted me with printing copies from the net. Lovely people.
- 230 I reserve lots of books. They're prompt and everyone has been very helpful!
- 231 lots of patients for my kids
- 232 Librarian Sara Kelso is extra helpful in solving computer problems and e-book.
- 233 Use for computer
- 234 I love this library!
- 235 I was in need of a conference room and I was able to get access to one with assistance from the staff. they were very helpful
- 236 Trying to find a book not available but found in another area! Librarian got it ordered for me :)
- 237 I can't remember-see age(under comments for age they wrote non of your business
- 238 N/A
- 239 Jamie's story-time Tuesdays!
- 240 Children's story-time/play-time.
- 241 Kids story-time awesome
- 242 great selectoin
- 243 email too.
- 244 Love Holly in Story-time.
- 245 Noe
- 246 Volunteering
- 247 Books sales

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- 248 Assisted PG lady in foyer settle down and prepped for ambulance; Volunteering. Only data based entry guy for several years now, gives me a sense of accomplishment although projects are still unfinished. .
- 249 Very helpful employees.
- 250 Book sale
- 251 ebook also. Good service
- 252 Excellent help with the use of your computers.
- 253 DVD's books on CD mostly
- 254 I was looking for a certain book in the librarian was very helpful in locating it for me.
- 255 I won the Smore's basket in summer reading program! Even though I couldn't attend Jan 27, 2015 contractors program, Sara Kelso kindly saved the handouts for me. They have already been useful.
- 256 The summer shows with our daughters
- 257 Bringing cub scouts to learn about how to look up and find books & help with checkout.
- 258 Taking my daughter to fun time.
- 259 getting ninja books
- 260 Your storytime lady Jamie is wonderful.
- 261 Help from everyone getting familiar with the area of the library as a new resident in the community.
- 262 I really liked volunteering last year. Would love to come back soon.
- 263 Love self checkout
- 264 Great help finding book on exact subject Wm.Stafford sat.
- 265 Getting help on using the internet to check on census for ancestry research. Being guided to order an article from another states newspaper via ILL.
- 266 & ebooks; study.
- 267 Simply having access to the library computers is nice for us.
- 268 2nd visit. Speaker, holocaust survivor @ Sherwood
- 269 I like the programs you provide the public for free.
- 270 Super readers club, what my daughter had attended last year was great experience for her.
- 271 Finding books that I want to read is always easy.
- 272 I participated in the summer craft day; spa theme. I moved form CA to OR in June 14 and live in walking distance. I enjoyed meeting new people and talking home bath-salts that I made curiosity of donations of thoughtful people. thank you.
- 273 The pace and tranquility at the library makes it a great to study, read, get a job even.
- 274 There is no amazing experiences, just doing a ____ good experiences.
- 275 I left a computer mouse and someone turned it into lost and found.
- 276 We moved ? ? ? everyone helped get new chairs and made us feel welcome.
- 277 Good service, nice people to work with
- 278 I mostly use the computers for internet access.
- 279 I honestly have only been here to print & copy lately...sorry
- 280 Printer & copy machine are all I use.
- 281 The tax aide program is super!
- 282 Recent help binding . Buy more DVD
- 283 Couldn't think of one. Love the library though.
- 284 The fireplace turned "on" in the reading room and I got to spend time reading relaxing in there! Wonderful!
- 285 We had a fun, fun time watching the college football championship in January in the Burgess room. So fun and was so surprised that snacks were provided. a great time.
- 286 Discovered more authors that I like.
- 287 Your computers are helpful.
- 288 Just good books in great condition! Lots of...
- 289 When the library helped me with my taxes
- 290 I love reading "best of" list and then reserving the books (putting on hold) thru library then picking them up. Its so fast and amazing.
- 291 Being able to spend time with my family in the children's library. Researching children's literature for my reading endorsement.
- 292 Getting my book that I had put on hold.
- 293 I took a computer class
- 294 The librarian behind the check out desk home-schooled her children and was therefore able to share knowledge and resources with me that was significant.

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- 295 Discovered the large print books
- 296 Whenever I call up the library with a challenge or problem. I am always very satisfied in the accuracy, courtesy and efficiency. Loved the computer help open labs. My walks @ creek area
- 297 Children's desk librarians are extremely helpful
- 298 I tutor an autistic boy. Terry, at the children's room desk, asked us if my student would like to fill a display case with items praised by my kiddo. He did and was so proud and happy!!
- 299 The time I rented my favorite movie, the Lion King and watched it five times that night.
- 300 I rented 15 movies
- 301 lady at returns area very friendly.
- 302 Enjoy catching up some of my reading (newspapers & magazines) in the library. Nice chair and quiet area.
- 303 Found a book I didn't know was out. Pretty pumped.
- 304 Noe come to mind
- 305 A very helpful librarian who was extremely nice! sorry I can't remember her name.
- 306 I went to the Takapuna Library in New Zealand and checked out books with "NZ" on the spine so I knew was reading local books.
- 307 Not much to tell
- 308 The musical events are superior! We try to come to all of them. Thank you.
- 309 I took my 3 kids to the Japanese new Year event and it really made a positive impression on them! Good program.!
- 310 Show for kids was excellent...music!
- 311 I am very grateful for the cultural passes. They have been a ton joy to explore our new home.
- 312 Beaverton, evening music downstairs
- 313 Had a lot of help using the scanner and printer when applying for jobs.
- 314 I took foster kids here and they really enjoyed getting to learn how to use a library. Learned by Drive-by.
- 315 Went to reference desk to learn about online resources Washington County
- 316 I love checking out documentaries and the comfortable atmosphere
- 317 Always very helpful and nice
- 318 Summer reading program - kids
- 319 Kids zone is excellent
- 320 Kids zone
- 321 Nice lady in kids section helped locate certain American Girl books for my daughter.
- 322 a nice librarian helped me to find some Native American poetry. It was great!
- 323 Volunteering
- 324 Truly enjoyed the arts events for families
- 325 my boys searched for a character in the kids area
- 326 Nothing specific, but I can state that all my library experiences over the past 10+ years have been excellent, including the survey lady today
- 327 Library book sale is excellent
- 328 Checking out the books is always a smooth process
- 329 A very nice lady explained how to use e-books on our computers - I need a review!
- 330 Twin grandchildren - great children's library and very helpful librarians
- 331 Guy upstairs kind of rude, but informative
- 332 Just today, kindness in explaining print-outs, etc, for Federal/State Taxes
- 333 Need help with computer - good help
- 334 E-books available
- 335 I have requested a # of titles this year, & they always arrive quickly & are easy to retrieve.
- 336
1. Bringing a new Russian friend to 2 musical events and helping her get a library card (she lives in Sherwood)
 2. Took a class on felting.
- 337 I have found so many new releases!!! Also a Tigard employee helped me track down a CD that was supposedly lost but wasn't
- 338 Book sale a lot of neat books and other stuff I loved to check out for sale
- 339 Calming welcoming atmosphere of cleanliness and fiber art
- 340 The county system does an excellent job with inter-library exchange. More than once I've gotten books from other libraries, which I greatly appreciate.

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- 341 Assistance from both childrens staff and from upstairs clers was excellent and friendly
- 342 I don't have a special experience but the staff is very kind and courteous.
- 343 I was looking for specific book on a term. Upstairs attendant went above and beyond finding several books for me.
- 344 Quiet place to do homework
- 345 The library book sale
- 346 The Xmas card making in Dec and the one about war medals and badges
- 347 Finding a book! Great help from librarians
- 348 Every visit- everyone has been very very helpful
- 349 availability of newly released fiction
- 350 every visit I get a smile :)
- 351 Swaping book titles with the ref librarian. she knew many amazing books that I have since requested & were really good.
- 352 children's classes aare lots of fun!
- 353 detailed help on e-book utilization
- 354 Great reference help. & pamllay(?) computer vol.
- 355 I bring my kiddos in often and we always have a wonderful experience. Always so nice and helpful
- 356 Help with computer
- 357 Ordering books via internet - the selection is so much larger than what it appears to be. Always enjoy the display cases
- 358 Watching a wild heron hunt in the field through 2nd storie windows.
- 359 like the lab / volunteers
- 360 Every Monday! Making friends with a 2yr old who greets me & colored me a picture!
- 361 Being told about the blue-banded DVDs - which are new and recent. A reference librarian explained how it works. Thank you!
- 362 Moving into our home & finding a library within walking distance
- 363 I had a book checked that I thought I had returned and got a notice that I was being charged late fee. Your staff reversed the late fees. I just found the book and returned it today.
- 364 Reference desk went above & beyond in assisting with computer information & use
- 365 The celibration of the library's birthday
- 366 I enjoy your music & talk programs. Great library Thank you
- 367 Each time I use the web to search, hold & get email reminders when holds are ready and books are going to be due is a great user service.
- 368 Story times for my toddler is always a good time.
- 369 Very impressed with your reservation system!
CDs/movies mostly
- 370 My brother caused a monitor to get stuck too short, five librarians had to fix it.
- 371 Oregon-Ohio State telecast in the auditorium - thnk you for offering that
- 372 Great service - wonderful library
- 373 books
- 374 You have found books in other libraries - thanks!
- 375 None
- 376 Sitting in the reading room for hours
- 377 Walking up to the checkout counter and greeted with a smile and treated w/respect.
- 378 Quick interlibrary loan
- 379 Very nice! The facility offers great cultural opportunities
- 380 Reading new books
- 381 Great help at resource desk with kid's reports/project
- 382 the great selection of books
- 383 When I had a science fair, I got most of my books hear.
- 384 Nothing in particular - BUT I always enjoy spending time here. It's a very nice environment for unwinding and spending a few hours.
- 385 Got a book I'd been waiting for for a long time
- 386 My 3 & 5 year old love the walking path behind the library. In warmer weather, we enjoy the benches outside and read our new books there.

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- 387 I went to the smaller Hillsboro branch and was shocked to see just how limited the selection was. It was disappointing.
- 388 Good service at reference desk for inter library loan - great help
- 389 Taking our 6 yr. old granddaughter to the library on Wednesday evenings to read to service dogs. What a great program!
- 390 Found Federal tax returns.
- 391 I loved the way everyone who works at the Tigard are friendly, helpful and prompt too with service. Makes checking out books very enjoyable.
- 392 Good networking with childrens programs
- 393 Lego time
- 394 Enjoy kid story time
- 395 Not memorable but always finding something new
- 396 I haven't had one.
- 397 The library events are amazing, and the selection of books are amazing.
- 398 A librarian helped me to find books on Guinea-Bissau.
- 399 Maybe not so much memorable but I count on the library every week for education & entertainment
- 400 All the books here are wonderful!
- 401 The children's librarians are always incredibly helpful and good at giving reading advice to our kids.
- 402 Great service, great selection of movies & music
- 403 Every experience has been wonderful
- 404 Once a while ago I read to these cute dogs and I loved doing that because it helps me read better and the dogs get a story. I love reading to dogs. Its very fun!
- 405 Really enjoy meeting friends here. We brought my parents to a few of the music programs. Its a wonderful way to spend quality time.
- 406 This year at the library I was looking for books and I saw my friend here who I haven't seen in about 2 years.
- 407 All the various classes
- 408 The Christmas/winter crafts event. I loved this event! We go every year.
- 409 When I went to the spa event in community room. I loved it!
- 410 We've had many. My kids love the craft events and always love the books recommended by the reference librarian.
- 411 I just enjoy the calm, quiet, clean environment all the time.
- 412 Helping at friends booksale
- 413 Great attitude towards customers. Good e-mail service.
- 414 None
- 415 Running into multiple people that I know within minutes
- 416 I did a boy scout display. The personnel are excellent, kind, knowledgable and professional.
- 417 I had gotten lost in my busy high school life but then I start coming here every week for tutoring and while I did that I checked out books again and rediscovered my love for reading.
- 418 Friend reading books to me in reserved conference room.
- 419 All the times I come to the library
- 420 Just the excitement of seeing a book I wanted read - right there ready to be checked out
- 421 Visiting w/ my school age children
- 422 I meet very happy & smart people work. They like their job.
- 423 Book sale - Always love a good deal
- 424 Excellent Children Programs
- 425 they help look for book
- 426 Great!
- 427 Finding a good book on CD
- 428 Staff is helpful
- 429 Everyone is very nice
- 430 Reference Librarian retrieved and copied article from archived magazine at Un. of Oregon library
- 431 Looking for a book, staff walked me directly to the shelf and found it
- 432 We enjoy the kids summer reading program
- 433 being part of Mr. Tigard's birthday celebration
- 434 Librarian rembered my grandson's love of books about garbage trucks
- 435 None, sorry

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- 436 Making kites in kids room
- 437 was helped several times very helpful
- 438 I requested that the library purchase a book for its collection, but the book hasn't been purchased
- 439 I was able to get a book transfered easily with help from the desk
- 440 Used book sale. Got some great books at the fraction of the cost of a book store.
- 441 A gal at the children's book area suggested two wonderful books when the one I wanted was checked out (from memore)
- 442 sitting by the fire
- 443 1-Granddaughter enjoyed looking thru books
- 2-Reference desk helpful & finding adult educ.classes
- 444 Today my sign up time to get a card and my checkout experience was wonderful
- 445 Excellent service.
- 446 Book sale
- 447 I was reading an author that had written a great number of books and I needed help with a print out of the authors titles in order of publication. the librarian help me with that printing about 100 titles. It was very helpful to me. I still have the list and refer to if often.
- 448 good people
- 449 Fist time survey
- 450 Checking out reserved items, the staff was extremely helpful and found a reserved item for me that had just been returned by someone else.
- 451 I really love sending my children to the monthly readers class with Jaime Thoreson. They love the introduction and books selected!
- 452 The friendliness of the staff.
- 453 ? membership and the help I received.
- 454 They alway great assisting my child when he look for a book
- 455 On day I came to the library to get some movies. When I was ready to check the checkout desk told me I had a over due movie in such a nice way.
- 456 Library open on thrus
- 457 When I found out they had PG13 movies here.
- 458 My son loved the book babies class on Monday with Ms,Janet.
- 459 Well, there was that time I think I probably paid for the west wing in the library fines.
- 460 A few week sago when i found a book that I'd never forgot.
- 461 A memorable library experience I had was when I walked in and the staff greeted me and were talking to me.
- 462 the staff always help us
- 463 When the big tree in front fell over
- 464 showing of the ducks game
- 465 The reference staff upstairs have been extremely helpful with finding references for son's science fair.
- 466 watching my kids get excited about books
- 467 Love everyones smiles
- 468 Excellent service, staff are helpful
- 469 I worked a lot here
- 470 I can't think of anything particularly memorable - just enjoy the library
- 471 Sitting near upstairs window watching the birds in field.
- 472 Just moved here so I haven't interacted w/the staff much. I like to keep to myself
- 473 Story time with kids.
- 474 very good!
- 475 The blood of Olympics was on Hold for me and i was at the bottom of the list, then we checked the best sellers section and their it was. PS: I am good writer and you might buy my books for your library one I'm older.
- 476 Always look forward to coming to the Library
- 477 I just like the good feeling I have whenever I'm in the library - the sunny breezeway, the comfy "rocking" chairs at Cedar Mill, seeing little kids with new books!
- 478 I went to a star wars program.
- 479 Summer reading program and concerts
- 480 Asking the children's room librarian for help. Wonderful every time.
- 481 I skimmed the shelves and come out with piles of books all of which I enjoyed.

2015

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 482 At the Children's room desk the lady helped me find all these books that I needed for my book report. she also gave me this ticket for online.
- 483 someone was actually polite to us.
- 484 I like this library because in the summer you have summer reading. Also I get books of report and other stuff.
- 485 I always get movies and I check out big books
- 486 Children's librarians came thru stacks to find books to fit my classroom theme.
- 487 When our phone was shut off we were able to look for work with the help of you WIFI
- 488 Good inter - Library exchange.
- 489 cultural pass
- 490 Everyone is very helpful! New to the area and am so pleased with my first experiences so far.
- 491 Someone waved our overdue fees because hardship very appreciated.
- 492 Mega crafts, music, summer boat.
- 493 book babies
- 494 When they have the football sports games open for the public. Every One is always friendly and the Cafe is great.
- 495 Love miss Janet's class
- 496 Bringing the baby, and enjoying time with babies.
- 497 Book on tape
- 498 A negative memorable experience I had recently was when two people were talking extremely loud and the quiet room and the staff walked right thru the room and didn't say a word. Other than that, all is well.
- 499 Book babies is awesome
- 500 Okks and babies - we love to come
- 501 Story time for my youngest
- 502 Toddler time and book babies is good
- 503 Great very helpful and knowledgeable staff and volunteers, speedy internet great.
- 504 book babies
- 505 both print and ebook. Nothing that stands out. but I like to study and read at the library. The access to books and knowledge is my favorite thing.
- 506 love the book babies program
- 507 I had a lot of laughs reading comic book
- 508 My Ill request came in quickly!
- 509 Football on for public viewing
- 510 Finding Fly fishing book
- 511 We like the collections and mostly kids programs on Fri
- 512 Its always enjoyable.
- 513 The children's help desk has been wonderful. they always help us find appropriate books.
- 514 More wall plugins WIFI kills my phone/laptop and can't always find convenient/free plug in.
- 515 Kids & I attended children music show, guitar player & singers was fantastic. Everyone had a great time. Chuck Cheeseman?
- 516 The most memorable experience was seeing a woodpecker on the old tree in front of the Library. We were able to come very close.
- 517 Listen on books on CD. Woodpecker on follen and now gone tree ???
- 518 My 10 month old son loves the kids section. He loves every visit. We sometimes get to book babies too late, the room is full, but we always have good time with the other late babies.
- 519 Checkout desk personnel have gone out of their way several times for us to check on newly returned items. Great attitudes every time.
- 520 They are all good
- 521 Bookclub, both otaku and booktron have been great.
- 522 Helping me track down books all over the country- the children's room desk helper was more then helpful and efficient and put the on hold for me. I also love tutor HS students upstairs- such a great work environment. Professional yet comfortable.
- 523 Awesome seeing the sci-fi fantasy section
- 524 Use of MTG room.
- 525 None
- 526 I got a bunch of books about Java
- 527 I was here on a day the local history room. I found the pictures and exhibits were fascinating.

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 528 I can get good books
- 529 Staff helped me find many books
- 530 Was with my family using the study rooms and were able to use the board/markers to improve daughters spelling habits and her want to begin reading on her own - she is 9!
- 531 A reference librarian helped me set up an e-book account on my nook. My computer literacy isn't all it could be so I thought it especially great!
- 532 Participated in the Knit Out & Crochet Too. It was fun
- 533 Finding best sellers!
- 534 I love this library - it is my favorite place to be
- 535 Love seeing the kids come out with their crafts they made. They are so proud.
- 536 Assistance with internet search. staff clarified problem I was having and help me locate things I needed.
- 537 Great help finding a specific book looking for
- 538 I mainly bring my children who love to visit the library.
- 539 Volunteering last summer, it was awesome. I hope to do it again this year!
- 540 The Children's Room librarian was able to help me find some very specific books. Very helpful!
- 541 The Superbowl was good
- 542 I couldn't find holds on the shelf (at Tualatin) and three staff members searched different spots until they found them.
- 543 The staff is always there, ready to help you out with any questions.
- 544 The Staff was great
- 545 Kids love coming everytime. Car is always quiet on the way home. :)
- 546 Keep a fresh supply of tech books - programming
- 547 The last time I was in! 3 days ago, I looked up the book and found it right away!
- 548 Just started visiting within the past year
- 549 Well everytime I come everyone is really nice and helpful
- 550 Why do we need to sign in to use our own laptops - other libraries don't do that
- 551 Staff, selection of materials is always great. Thanks!
- 552 Staffs are always friendly and helpful
- 553 When I came in and it was quiet so I sat to do my work.
- 554 I don't have a very good memory. I always enjoy coming here.
- 555 Walking in and seeing how many books there were really excited me
- 556 N/A
- 557 Me and my sister coming to the Library together.
- 558 I love volunteering with the library. Everyone is so nice and welcoming.
- 559 Studying here for the bar exam was a life-saver. I loved using the private study rooms
- 560 ?
- 561 Everyone is always helpful
- 562 Had library fines, found book, account corrected immediately no waiting!
- 563 Getting books
- 564 The Summer Reading Programs!
- 565 Always great - nothing in particular!
- 566 n/a
- 567 Visited the new Hillsboro Library and walked around the lakes. I use the request system for books quite often.
- 568 Nothing special. Always good.
- 569 4 visits in a row I ended up here on a Thursday - bad planning on my part!
- 570 When that big tree out front fell down.
- 571 I like the music programs - looking forward to Earthquakes & Rock n Roll.
- 572 Always friendly & helpful staff
- 573 How great kids are at sharing computer area
- 574 NINJAZDO (Legos)
- 575 Reference desk librarian explained to me how to print something from the library's computer. I had very basic questions, but he was not condescending. :)
- 576 Book Sale
- 577 forgot to remove kwik-case from DVD... oops. People were nice when I came back, & I'll never forget again. :)
- 578 Great librarian helping us find books
- 579 Story times and Halloween parade

2015 TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 580 Community lectures are always wonderful. Love your semi-annual book sales
- 581 They all blend together into one nice, yellowlit, comfortable, happy experience. I loved biking to the Library during the Spring, Summer & Fall.
- 582 Excellent.
- 583 Checking out amazing books!
- 584 Holly is great about telling us about upcoming programs.
- 585 Love the selection. Affordable - Educational fun!
- 586 We love it. Kids love kid department
- 587 Loved the WWII news binds
- 588 I loved the music shows
- 589 N/A - Always consistently good service
- 590 ?
- 591 I like the library kids programs, I take my son every once in awhile and it helps us get out and become involved. I'm also enjoying your book selections on autoimmune diseases and gluten intolerance.
- 592 The search for Pete in the children's area. My kids loved it
- 593 I'm glad your open today to study here.
- 594 great service
- 595 awesome books
- 596 The person @ the young adult desk helped my son and daughter and went above and beyond to ensure they found their books and got them interested in a few new books. She was great!
- 597 Always excellent service
- 598 Love the Browsing Section: No check-out, no long books (sic). This is only library of which I know that provides this.
- 599 Childrens library staff helped me daughter understand the library assistance and where to find things
- 600 Customer Service is great!
- 601 Great place to read and relax
- 602 not have on
- 603 One memorable library experience I had was in the childrens room and I go to find Pete the cat. It was challenging but super fun!
- 604 I like your new book shelf. We don't actually live in Tigard, so I appreciate³ your letting Clack.Co residents use the library.
- 605 I very like summer programm for kids and teens. I like the toys for kids. I like everything in a Tigard Public Library.
- 606 Community programs - authors & dances & songs
- 607 We had a large overdue fee and they waived a big portion of it for us
- 608 love my job. I come to many events, use the computers & get excellent help!
- 609 Librarians/reference people are very helpful with Science Fair research & State & County Reports
- 610 Always an excellent selection of new titles & a helpful staff
- 611 My teacher helps me pass her math class so that is memorable
- 612 You provide just about any size I need. I also got my income tax return done 2x.
- 613 I love coming - always great
- 614 When I was allowed to put a display in the display case
- 615 Have had good experiences w/reference librarians helping find books
- 616 Able to get all books I need. Love the shows (Berladi Bros, Reptile Man, etc)
- 617 n/a
- 618 Nothing in particular stands out except the folks at the checkout desk are always so nice, friendly and helpful
- 619 after waiting for a new book for a long time and was in #1 position, I was moved to the end of the waiting list with 200+ people ahead of me. When I mentioned this at the check out a kind person moved me back to position #1.
Thank you!
- 620 I enjoy the new book selection
- 621 Holly helped me and my sister find Piggie and Gerald books
- 622 I was going into the hosp and staff did everything to help books cd's due same x how to renew on pc
- 623 A state book of Oregon let me discover awesome places.
- 624 Once, I got the DVD and books I wanted.
- 625 Been gone the last year.
- 626 My son has been attending the teen book club which has been great.

2015 TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 627 Long walk on trail followed by browsing at library, lunch at pub on main.
- 628 very helpful staff searching for books that were mis-shelved
- 629 The 10 yr anniversary celebration for the library. Before that, I didn't quite appreciate what effort went in to the Library. Now I am lucky to be a weekly volunteer.
- 630 Every library day is fun. We always get a donut after, as long as the kids get along. Great motivation!
- 631 Every major football game is available with snacks and even pizza. I don't have cable and Pizza is a treat raising 2 children as a divorced mother.
- 632 Finding literally everything I wished for in the database and walking home with sore muscles
- 633 When my kids did their summer reading drawing we were excited to see their work posted in the wall, however, we never found theirs. (Both exciting and disappointing at the same time).
- 634 none
- 635 The movie the lorax
- 636 I found a good book with the help of Librarian.
- 637 Used e-book for first time while on Florida vacation.
- 638 I open the door for someone.
- 639 We enjoyed looking for Pete the blue cat in the children's books.
- 640 My son has just learned to read so he's begun to ask to come to the library to look for specific books. Today he chose the library over the toy store
- 641 Nothing too notable.
- 642 We always find the books we want.
- 643 Found books I wanted
- 644 So far I have had a really great service here at Tigard Library. Thanks for all the help.
- 645 the helpfulness of the librarians helping my daughter(10) find new series to read
- 646 always good services
- 647 we love storytime
- 648 The fact that it's always quiet and "boring" is a great thing!
- 649 When I was oriented for shelving last year, 10 days after I tried 12.
- 650 Christmas crafts
- 651 Discovering the browsing paperbacks shelf. Advertise please.
- 652 Helping us request books from other libraries.
- 653 I visited large print section for first time-was surprised about lack of selection
- 654 attending guest lecturers
- 655 Science volcano making activity in children's section.
- 656 Reptile man
- 657 I'm 92. Very fast in getting books from another library.
- 658 I am a volunteer here
- 659 Workshops are great for adults and kids.
- 660 had a book fair (money). I'm 10
- 661 My mother takes me here.
- 662 I reserved a study room with my friends to work on a project. It was pretty fun.
- 663 working as a volunteer
- 664 The food box list was really nice thank you for the brochure.
- 665 everyone is so helpful
- 666 The food box brochure was nice. Thank you.
- 667 I've had several books I needed help locating and have always had someone to help me.
- 668 Realizing that Tigard library is open until 9 tonight
- 669 check out CDs
- 670 Lego building or Star Wars 'reads day'.
- 671 Being part of Friends of the Library and its book sales.
- 672 Excellent timing for inner library loans.
- 673 Meeting people visiting library who recall much Tigard history when visiting Local History Center. Representative there is very knowledgeable also.
- 674 I've had 2 gentlemen that would be the first up front people to ask me "need help?" It showed their attentiveness. I think it was David and Craig.
- 675 I found the Murdoch Mysteries-though you need more copies-still waiting for next season
- 676 One memorable library experience was when I was trying to look for a book and I never found it.

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 677 Not sure.
- 678 I got my work published in the
perrk a Reaction journal
- 679 Not sure.
- 680 Just got a card!
- 681 Also use e-books...Finding the latest best seller on the new books shelf! Love the computer education services!
- 682 Just friendly encounters with staff at the check out desk constantly every time!
- 683 Book Sales
- 684 Attended a presentation on window 8; Very helpful. Book Sale- Grandson really liked it. Helpful reference staff.
- 685 one does not stand out, but we love the library as an important resource
- 686 Signing my husband up for his card was an easy process.
- 687 making origami with my child
- 688 My daughter found the chapter books that she had been waiting for a long time
- 689 Just recently started using this library. It's very clean, well organized and I love the little cafe!
- 690 Don't really have one
- 691 I came in looking for a book but couldn't remember title but the Librarian put the description through an advanced search, and I got the book!
- 692 Spacious area for children reading
- 693 Staff animal event with my kids
- 694 I attended a library anniversary last yr where a group of mysicians played old rock and roll music and they play so well that some of the people danced.
- 695 I check out a lot of books
- 696 Loved 2014 super bowl party
- Love the computers
- 697 The library is fun. Checkout books with my family to.
- 698 Just reading.
- 699 Staff is always helpful.
- 700 I enjoy sitting down stairs with the view and helping my students. Very pleasant atmosphere!! I love finding new books to buy out front. I now have a wonderful home library as a result. Thanks.
- 701 My children love the kids programs from Legos to Bubbles.
- 702 Checking out hand puppets. Awesome!
- 703 We love all of the library programs. Such a blessing for my kids. The stuffed animal sleepover & a book club were 2 recent activities we enjoyed.
- 704 The teen/adult craft workshops. Made a plant aquarium.
- 705 We love the children's story times. We miss Amber!
- 706 I love the peace & quiet...
- 707 Positive & supportive staff,
- 708 *Making glass jewelry dish.
- 709 A seminar given in outer room.
- 710 I've had alot of help finding books for teaching in my classroom.
- 711 Daughter playing with puzzles.
- 712 The staff is always so helpful.
- 713 I came in to resign up. I was previously with the Beaverton location. The gal that helped me was super efficient & made me feel welcome to be here.
- 714 Actually find a copy of the book I want at the Tigard Library & on the shelves. Often they are not at TL or they have been checked out.
- 715 Nothing comes to mind! Access to old movies is fun.
- 716 Is amazing experience.
- 717 First, had a dohnut and then I checked out 7 books and I checked them out and read 2 on the way home.
- 718 Coming to take Chinese.
- 719 I usually volunteer at the library, which is fun. I also enjoy the events. However, I recently experienced something very memorable at the library in the bad way. I asked a librarian upstairs for help one day and I found him very hostile.
- 720 Always excited to find the books on my list.

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 721 Last year the Seahawks play the Broncos.
722 Fees waived.
723 My book club.
724 I love to bring my son here. We walk and checkout things we research.
725 Walking in and realizing there was a blood drive going on.
726 Everything is always well organized :)
727 Having to waiting, and wait, and wait at the checkout desk has been frustrating. Also, not being able to check out books with a library card number is frustrating. (Multnomah County does this. Why not Washington County too?)
728 Everything's great!
729 Nice staff who appreciated me volunteering
730 Top service in reserving videos from other libraries in Wash County
731 STORY TIME with Ms. Holly on a Summer Friday! We love it!
732 Well the library is good. I had the day to spend our time at the library. I had so much fun.
733 A nice place to be, all the time :)
734 Hawaain Dancers
735 We've been coming to Story Time since my son was one. Watching him participating, singing, and following Teacher Holly's instructions is memorable. Story Time is preparing him for preschool.
736 needle felting class w/Suki Allen
737 The children enjoyed storytime with Ms. Holly.
738 Bringing my grandson to the children's program for one year olds.
739 Irish dancing/Ceili. My daughters LOVED it!! And it was a nice seasonal (St. Patrick's) thing to do.
740 In the children's room I have dealt with a couple of amazing ladies who have offered amazing suggestions for children's books.
741 Came in with my friends to study and had a really good time.
742 Could not find a book that was clearly checked in. Library staff (3 people) searched and eventually found it. It had fallen behind a stack.
743 Excellent friends of the library selection. Friendly stuff.
744 I always get excellent help when I ask about a program new to me.
745 ?
746 Childrens storytime
747 Storytime with Holly - she's great! I have two kids, ages 4 1/2 and 2 1/2. We like the Friday Storytime.
748 It's wonderful to be greeted by Ramona!
749 Friendly staff and usually pretty helpful.
750 I have many with my 5 year old son! :)
751 Normal Experience
752 I love how easy it is to find what you need
753 The Children's Room is excellent and knowledgeable. I needed a book on "Veggies" and she ran back with 5-6 options.
754 I had a book report to do and I got all the info I needed. Thanks to the person at the desk.
755 Reading with the dogs
756 I had a fun time.
757 difficulty connecting to WiFi at Tualatin

Tough to find a place to talk with someone in beaverton

- 758 I performed Red Riding Hood in a fairy tale scenario for library volunteers.
759 Helpful with Mult Cty returned here by error.
760 Star Wars Reads Day

Summer Reading Program

- 761 Too many to list them all!
762 Good
763 Using handouts and literature like pamphlets, buying used books, using computers and lab times
764 Found an author in new books I didn't even realize had a new book out!
765 If I was rich I would donate most of my money to all library. all people should go to the library.
766 author's reading with kids

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 767 should have a standard way/ or person/ or form to qualify disabled patrons who need assistance
- 768 Love the staff!! Especially Holly
- 769 Did research for my masters thesis
- 770 I ask at the reference desk for them to help me select some non-fiction since I had never read any before and of the sale books there was only 1 I did not read
- 771 Pete the cat kid activity
- 772 watching the Super Bowl in Jan 2014
- 773 Excellent service with a smile!
- 774 Kindness for volenteers to help find books
- 775 it was helpful
- 776 summer activities/program made a memorable experience for me in a past year
- 777 love the twice yearly book sales!
- 778 Reference desk was very helpful in helping me find my book
- 779 not sure I've been in the library more than a quick pick up in the last year
- 780 Bringing my students to the library to get books for a research project
- 781 lost books where found
- 782 Always Friendly Faces at Front desk- very nice!
- 783 Reptile man
- 784 The joy of finding Large Print books so I can enjoy the wide wide world of all that is there
- 785 Fun to visit- my mom works here!
- 786 The Reptile Man!
- 787 seeing my daughter rush over to the kids section to find "chapter books"
- 788 very helpful clerks
- 789 love your book sales
- 790 Reptile man
- 791 Pleasant experience everytime. I like the calls reminding me of late or overdue items.
- 792 finding new fantasy books for adults
- 793 I like the new website and search feature
- 794 Being able to read new releases without waiting long
- 795 Assistance with e reader. Located item on Bestseller shelf that I had on reserve for MONTHS!
- 796 Love being here with my boys. Love Tue night shows!
- 797 infant & toddler story times
- 798 want to compliment Stephan (staff). great staff & super volunteers
- 799 Getting my Taxes Done
- 800 The Children's libration has been extremely helpful in locating books for me to read to my SMART students who have special interests.
- 801 LECTURE BY KARL KARLSGAARD (VIETNAM)
- 802 checkout desk is very friendly, in the whole.
- 803 reference desk always so helpful
- 804 library helpers helped me find books
- 805 Excellent resources and educational environments for as it should always be. God bless the Libraries/biblictecas of the U.S.
- 806 The librarians are very friendly
- 807 Explaining to my little girls about the children's books in spanish was fun. The realization that some children learn to read in another language was new. Without those books being next to theirs they wouldn't have asked.
- 808 Asking for help finding special items. Very positive experience
- 809 Attended a great free class on small claims court
- 810 Excellent service in the Lab
- 811 I cannot pinpoint a particular experience but overall the staff is great :)
- 812 The service here is great. The librarians are so friendly! Every book I can think of is here. And the programs are awesome!
- 813 I like the science lab, where we make cool stuff.
- 814 Just joined - everything here is great. Chrildrens helpers are great.
- 815 The area ground the library is so rich in wildlive and natural history. I love to walk here. It gives me such pleasure to walk through nature to the library
- 816 All the people who work here is always helpful and nice when you ask questions

2015 TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 817 Very kind people working here!
- 818 Kid classes
- 819 The childrens room desk has always been nice and helpful!
- 820 People @ the checkout desk went out of their way to help my daughter find a book which had been returned, but not yet shelved.
- 821 excellent customer service with books and computers
- 822 needle-felting class
- 823 na
- 824 When I came in to see what cultural passes were available without a reservation. We were able to take our granddaughter to the childrens museum:~)!
- 825 Tue. eve shows w/the family
- 826 Doing projects in the toddler and family storytime classes
- 827 Everyone is always helpful. One thing I would like to say though is that if there is ever a discrepancy over late fees I believe that the counter help is too conditioned, from training that is, to not listen to your (my) side of the story and much too quick to charge instead. oh well
- 828 Kids craft times, like day of the dead
- 829 The lady at the children's desk is awesome!
- 830 attending a community music function
- great assistance at childrens section
- 831 Helped me locate a book
- 832 I've spent many hrs in the fireside rm writing(?)
- 833 We love the various activities/performances at the library. We really enjoyed the juggling act.
- 834 My kids had their picture taken for the library ad.
- 835 Audio Books to #4
- Every time I visit the staff is always so nice.
- 836 This library is awesome!
- 837 I liked your Oregonian/World War II display!
- 838 Nothing out of ordinary - just enjoy courteous, friendly people.
- 839 I often use computers and I have had instances where I needed assistance. Reference staff is agreeable and helpful.
- 840 Most spend time in children's section and the Librarians always take the time to answer and search for books that my kids are looking for. We love them!
- 841 Always friendly-everyone!
- 842 To get the British TV shows.
- 843 Help from staff on my printing.
- 844 Enjoying time with granddaughter at library.
- 845 I find staff in reference are most kind-99% of time. However, one male staff was a slug one day-very irascible and most unkind - wow was I shocked. Male-opause maybe! Rude. Rude. Rude.
- 846 The smell of some of the places in the library remind me of different things.
- 847 The old newspapers in the upstairs that were printed back to WW2
- 848 I was unable to get to the library to retrieve some holds. The library kept the hold items an additional day for me.
- 849 The children's crafts and area. They are so helpful.
- 850 I had like 30\$ late fees due to DVD's and my fines were forgiven.
- 851 Working with the wonderful staff who are so welcoming to our Tigard High volunteers.
- 852 Volunteering
- 853 I'm a volunteer - staff people are appreciative of us volunteers.
- 854 When my family came to watch the superbowl.
- 855 When I got help to find a certain type of book.
- 856 One time when I was a bit younger, I came to the library and used the legos in the children's room to build things.
- 857 Assistance in finding a Science Digest Magazine.
- 858 Having to use wi-fi and library has it.
- 859 Helping other people out in the library.
- 860 Your community room is very nice.

2015

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 861 Great assistance from the Children's Reference lady.
- 862 I love to come here for a quiet place to work away from home. To me this is immensely valuable. To be honest, I'm not looking for memorable but consistence and calm
- 863 Fun storytime and reptileman. Wold love to ssee Chuckie Cheeseman and the Zanian again
- 864 Book babies for son, early literacy program presentation
- 865 Enjoyed the book sale
- 866 Reference staff going above and beyond their duty to help me find audio books and paper books.
- 867 We had a wonderful experience with Jamie in the Childrens Room. She heard we were looking for a craft project and for a book report and she had a wonderful suggestion for papercrafts and showed us how to do it
- 868 Thanksgiving toddler storytime
- 869 We love Toddler time and family storytime
- 870 Grandson oves childrens programs - began coming at 3 months, now in Toddler Time
- 871 Childrens room desk very helpful at finding the kinds of books I was looking for. Introduced me to Library2go
- 872 Library classes for 2 and 3 yr olds, love the crafts after
- 873 The great help I received in the computer room was helpful regarding ebooks on the comuter as well as on the nook.
- 874 Experienced and helpful people
- 875 Just glad to be able to find and reserve books
- 876 I come here to have great coffee, hunker down with my laptop and get work done that I can't get done when at home with wife and kids!
- 877 Love it when I see new releases and come by the library to find they have them
- 878 We started giving to storytime and love it!
- 879 Computer help is great!
- 880 Visited with my grandchild and read a book
- 881 Bringing a cake to the reference department that I won at bingo. The smiles were great
- 882 Love being a volunteer here
- 883 Love the concerts
- 884 Very nice people always
- 885 Lady recommended an author I'd not read
- 886 Had quick, pleasant service regarding using the scanner
- 887 Found some books that I was looking for
- 888 Childrens room was a great help. She knew just what I needed.
- 889 A Worker misplaced 3 CDs that I returned. The person at customer service assured me they would eventually be found and they were. The book sale was awesome as well.
- 890 Great storytimes!
- 891 I just received my first library card in the past 50 yrs. The staff was very helpful!
- 892 Help at the childrens desk with librarian. Kids knew her from her visit to St. Anthony's. Great experience.
- 893 Just the friendliness and helpfulness in general of the entire staff
- 894 Bringing the learning disabled teens that I work with here and the women in the teen section being very friendly towards them despite their volume
- 895 Excellent staff assistance always
- 896 We always have an asesome experience the the reference desk. Very knowledgeable and polite. Great resource for school reports.
- 897 awesome job
- 898 All of the employees are so fun and helpful
- 899 Found service amazing
- 900 Coming in and renting movies
- 901 good service
- 902 Invaluable when researching rivers of the world. Desk got me a concise volume within a week.
- 903 It's nice to be able to drop your books at other libraries in the area
- 904 Librarian went into back to retrieve an unshelved item I'd been looking for
- 905 Excellent competent cheery service each time I come in. Very helpful
- 906 Love the childrens section - everyone is always so helpful and friendly at the checkout area
- 907 Don't treat me poorly when I haven't returned books! Thank you!
- 908 Enjoy being here numerous times each week. Use your tp/quest wireless often when here
- 909 Children's librarian was very helpful with a homseschool library fact find

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 910 Love the summer reading program
- 911 I used to volunteer here and enjoyed the experience.
- 912 Dogs and tales
- 913 Donated 6 bags of books. Yay!
- 914 The kids love the children's area and storytime!
- 915 every time I visit I'm treated well and kindly. Known about library services all my life. Sought this one out when I moved here
- 916 Love your displays
- 917 -be able to borrow new books!

-try to find tax form here but only find the booklet

-borrow DVDs!!!

- 918 I've only been here to print or read book. So far every is been great. No comments
- 919 Mr. Tigard's birthday
- 920 Going to Mr. Tigard's birthday party
- 921 I like the staff favorites. *Star Wars event for kids! Extra Special *
- 922 The people at the help desks always help you find what you need.
- 923 The tree aftermath
- 924 Strange mistakes over DVD's(2) being overdue. I was happily exhonerated. As ususal.

Folks were very nice about it.

- 925 Came in for Mother's Day and made awesome gifts for my wife,with my son
- 926 Nice interaction at check out desk
- 927 Just sit out in the foyer-donut patio and read with coffee
- 928 The book sale is great
- 929 I needed to open some documents for school and the lady in the computer took her time and made sure I was able to open the documents
- 930 Not really a memorable experience but I really like the foreign language section - I love being able to check out books in Spanish
- 931 Sitting by fire reading @ Tualatin library
- 932 I have enjoyed checking out 1 audio book and online reference source. I have taken my daughter and found a few location w/cultural pull
- 933 Nice staff & help
- 934 I had dropped a book from Mult.Library at Tigard.I called to see if they could find and set aside. The gal (name?) not only found the item but offered to take it to Mult library near her home. Now thats above beyond!! particularly for my error.
- 935 Help with getting materials from other libraries
- 936 volunteering

checking out CDs

- 937 I got a library card but y'all made me pay \$10 to get it.
- 938 I don't know
- 939 Reading with dogs
- 940 I really appreciate the respect and friendliness of check out desk-always
- 941 Finding exactly the books I want/need
- 942 I couldn't find a movie and an employee was so nice and went out of his way to help me
- 943 Patience! Helpful! Every time.
- 944 Very helpful staff!
- 945 Great customer service.
- 946 Being able to reserve library space for team project.
- 947 Enjoying sitting upstairs and taking in the view of the wildlife area.
- 948 I enjoyed the hosting the Library did for the football game.
- 949 Always helpful.
- 950 I requested a bookto be ordered and received a reply almost immediately that it had been ordered. I was so happy and thankful.

2015 TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 951 Staff looking for a book I wasn't able to locate.
- 952 Always friendly and everyone is always available to help you out.
- 953 I had trouble finding a book for school and someone took their time to find it and help us out.
- 954 Finding books on Tesla and school resources. My son loves the children's area.
- 955 Sorry, don't really have one.
- 956 using the rooms for study.
- 957 Music, ed program in community room.
- 958 Program for kids. Thanks.
- 959 Watching 5 year old on computers.
- 960 We always come Tuesday mornings for fun for ones with Jamie. We just love the class - very fun and well put together.
- 961 First time here - staff was really helpful.
- 962 Children's librarian told us about elephant and piggie books for our 4 year old granddaughter.
- 963 Working here to do research and staff members was very happy to help me out.
- 964 Storytime for ones-excellent
- 965 Ducks game on large screen on Comm. Room with pizza.
- 966 Helpful staff. Great volunteers.
- 967 Star Wars - crafts, food, movie costume, photo shoot. Lots of fun!
- 968 Always great here!
- 969 When I had half the info and you found the book for us.
- 970 Front desk put extra effort into finding a book on reserve. They called after I was on way home, I came right back and checked out my book.
- 971 We love to come in for story time and for my daughter to play on the computers.
- 972 I study at the lib often, love the atmosphere, friendly people, etc.
- na
- 973 Reference desk helping me with the computer.
- 974 Everyone is always very helpful.
- 975 It's been great!
- 976 The fun for one's program and Jaime are so wonderful and the staff in the Children's dept. are dedicated and passionate about literacy,
- 977 Very helpful. People over here always greet us with a smile.
- 978 I wanted to check out a study room and the librarian was very welcoming and attentive,
- 979 Wonderful childrens programs!
- 980 Nothing remarkable -typically friendly, knowledgeable, helpful
- 981 The staff is very useful when finding reference materials
- 982 Staff is friendly and helpful. I love interlibrary loan
- 983 Well did alot of library stuff
- 984 Lady at reference desk patiently helped me print some items from the internet.
- 985 A book on hold-a very wrong book-the librarian at the desk searched, got it straightened out and called me when he found the book-very much appreciated!!
- 986 Studied for the bar and the library and staff were great!
- 987 Received help finding a book + putting my name on a list to get the book when it when it was available.
- 988 I lovrr coming to the library because it is a peaceful place and has the services + use
- 989 When there are activities at the library.
- 990 When they had a big craft event.
- 991 We love the library events for children and adults. Please keep them coming! One memorable event we enjoyed was a magic show where the magician/stunt man juggled plates-My girls and I were in awe!
- 992 Loved the estate planner
- 993 Helped us find a book
- 994 I lost a shoe in the racks and looked for over an hour before I found it.
- 995 Enjoy the Sunday Lego days and stuff animal over night.
- 996 I had a fine and the checkout desk people were nice. They could have been nicer I suppose, but I did have a fine after all.
- 997 reptile man was wonderful.

2015

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 998 Watching my son develop a love of books. His face lights up every time we walk into the childrens room. He yells "books, yayyy!"
- 999 While setting up a display case, I had a great conversation with the children's librarian about some books she thought my son would enjoy. I walked out with a really awesome pile for him!
- 1000 Found instruction book to fully use my iPhone
- 1001 Downloaded an audio book, transferred it to my iPhone and all parts were there. (This is frequently not the case)
- 1002 My memorable experience is ongoing. Because I operate on a tight time schedule it is an exception I would spend more than 15 minutes in the library. I make a bee-line for the new non-fiction section. I quickly scan the shelves for titles indicating subjects of interest as I move down the new non-fiction isle. I am always delighted to find on the average 3 books and then quickly scan-check them out. In two weeks or less I am back to get more knowledge. Thank you for exceeding my expectations.
- 1003 We really enjoy checking out the puppets. It's such a unique experience for my three kids and no other WCCLS library has puppets.
- 1004 I use your research facilities for geneologic and history reason.
- 1005 There was an activity in the children's room that if the children found the item they received a prize. My children loved scouring the children's room. We also saw some areas and books we don't normally see which was interesting and fun.
- 1006 I found a gardening magazine I'm really enjoying as we're redoing part of our garden.
- 1007 Discovering you guys have pre-loaded ereaders - very cool!
- 1008 My daughter has loved your children's section. The child sized desks with the puzzles have made for many adorable moments of her learning how to place and analyze shapes.
- 1009 Today I came in to do an employer's test since I don't have Windows at home. I tried to print, didn't have change to pay for the printer. The cafe in the lobby did not give "Cash Back" for with purchases.
- 1010 I enjoyed sitting in the chair by the upstairs windows studying for a report on teaching.
- 1011 Any number of events in the community room have been wonderful, as usual. I also appreciate it when the librarians make an effort to be friendly and call me by name. Ramona is especially good at that.
- 1012 The kid librarians always take time to say hello to my daughter and I love that!
- 1013 Program about children and screen time
- 1014 I really love the trail behind the library with the foot bridge etc.
- 1015 We came into the library with our entire family. Everyone needed help finding different types of books, music and movies. We went to the children's room desk to get help for the two youngest children. Not only did the person there help us find books in the category the children needed but also for our teenager and both adults. The staff at the library is always helpful and extremely knowledgeable. More recently I ended up checking out more items than I anticipated and the person at the checkout desk told me about the new book bags that can be checked out and renewed. The service and services here are amazing!
- 1016 Too many to write about. Children's desk librarians are so awesome and very helpful. They are the best.
- 1017 Quickly ran in to grab an audio book and a recipe book. Needed to also update my library card. Excellent friendly efficient service!
- 1018 did genealogical research
- 1019 Seeing the woodpecker in the large tree. Absolutely stunning.
- 1020 William Stafford centennial celebration, Curtis Tigard birthday party, Johnny Limbo and the Lugnuts.
- 1021 I was trying to research 11th century narrow band weaving for textile use and the research assistant at the desk was patient and really helped me with my ILL forms.
- 1022 Ducks game, LEGOS, Magic Show
- 1023 Observing the children's librarians do storytimes with the children. What amazing skills they show in engaging the children.
- 1024 I volunteer at the library and my work is appreciated by the staff. The thing I most remember is when I set up the large print books - wrong. The differences with the large print books is emphasized during training, but it didn't sink in until I tried to do it. Or just after... I asked for assistance because I did remember that there was something different about them and she just helped me reorganize them correctly, then told me where they were located.
- 1025 Staff is always helpful!
- 1026 Great help

2015

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 1027 We had our grnddaughter to stay for a week and had a wonderful visit to the library where she found books that delighted her. only disappointment: she very much wanted her own library card and because we weren't her parents that wasn't possible.
- 1028 the ref desk helped me locate tax forms not available at the library. The checkout people are always friendly, efficient, and go out of their way to be helpful. I don't drive and must beg a ride or take public transit, so I usually reserve the books so I can retrieve them rapidly. The checkout people have both retrieved books that were on the truck to go back because I didn't get there in time. Another time they noticed there was an additional book on reserve & that it was probably on the latest delivery but not on the shelf, so they went to the back room to search for it, thereby saving me a trip (or the opportunity to check it out).
- 1029 Training and participation as a volunteer
- 1030 In the late fall/early winter months, a few storms knocked out my Internet access. I do all of my school online, so this was particularly frustrating and debilitating. Fortunately, the library was open and provided free WiFi and computer access, so I was able to complete and submit my assignments on time.
- 1031 Everyone I spoke to in the library were extremely helpful and delightful. I will go back more often.
- 1032 Someone offering to help me take my books to the cars as I am an amputee
- 1033 I was at the library the day the big Ponderosa Pine fell. Incredible that it didn't hit the building!
- 1034 I like that I can reserve books online and go through self checkout. It makes it really easy to get in and out quickly. Not a huge fan of having to enter my password at self check out, but it's nothing major.
- 1035 When the Poet Laureate came- female, and did a free class on poetry writing- wasn't extremely helpful, but it was nice to meet her and get her take on things.
- 1036 As a volunteer, being treated respectfully and courteous by staff. Great volunteer parties.
- 1037 On our week off of work we borrowed as many John Hughes movies as we could find, and did a John Hughes 80s comedy marathon, along with finding a book about his movies to read as a companion piece.
- 1038 I enjoyed the time that Philip Margolin came and spoke about his book and how he writes.
- 1039 I had trouble down-loading audio books to my iPhone and at one point had three reference librarians conferring about the problem. Everyone was VERY helpful and responsive to my issues.
- 1040 I have to say that I am always so impressed with the friendliness and efficiency of the checkout desk folks.
- 1041 Terrarium class was very fun/educational
- 1042 My 4-year old son and I entered the children's section and were told we could win a prize if we found Jake the cat. While browsing, we did find him. My son had a great deal of fun and enjoyed his prize as well. What a great bonus during our regular trip to the library.
- 1043 Help with checking out a Nook.
- 1044 My family and I really enjoyed the Star Wars Reads event. We also liked the trombone group very much.
- 1045 I enjoyed the Library's birthday bash. It was very special.
- 1046 A children's librarian helped us choose and find about 6 different series of books for my new chapter book reader.
- 1047 I doubt it will last long, but discovering playaway options that let me jump virtually to the front of the queue for a couple of high demand audiobooks was a pleasant surprise. Beyond that, what's memorable is never being without a surfeit of entertaining or intellectually stimulating reading options.
- 1048 Getting in the computer lab.
- 1049 Now that I'm not working, I'm an infrequent visitor, but I was so grateful to have access to many children's books through the Washington Co. System when I was teaching.
- 1050 Love the used book sale! Also spent an afternoon of quiet and solitude in the comfortable reading room upstairs.
- 1051 Great conversations with Joyce. Musical programs in the Community Room.
- 1052 Getting my library card after moving to Tigard. The clerk was friendly and helpful.
- 1053 Taking a deep breath when I realized I had the time to peruse my book in a well lit comfortable chair.
- 1054 Love the option of reserving books online, then going to pick them up when available. It's been a very convenient way to find the books I've heard about, and to be able to easily get a copy to read.
- 1055 Nothing specific. If I have a question, someone is always very helpful to me. The children's library space is delightful for my 2 year old grandson, and I love the ability to order books from anywhere in Washington County.
- 1056 My children attend the weekly storytimes that are offered through the library. I have found them to be excellent and a great way to get my kids engaged with others. The leaders of the groups do a great job integrating learning and fun!
- 1057 Terry is the best!! Thanks so much Terry for caring so much for each little one, you are AWESOME! Love coming to this library just so I can see your smile.

2015

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 1058 When I asked at the adult reference desk about the best seller section, the librarian walked me downstairs and patiently explained how the whole process works and helped me locate the exact book I was interested in.
- 1059 My daughter (and her bear) loved the stuffed animal sleepover! The activity time before was helpful because it was more than just dropping off your teddy bear, it was interactive.
- 1060 Thank you for providing a warm room for the Red Cross Blood Drive.
- 1061 I'd like to go more often but it's freezing cold inside, so I never visit anymore.
- 1062 Great conversations with the librarians in the Children's area! So helpful and friendly.
- 1063 Freaked out by crazy lady in parking lot of Beaverton library--librarians have to be saints.
- 1064 A positive experience - I had stopped-by the local-history room one day when I saw it was open. Very nice, well-informed person there.

A negative one - I had an evening meeting & needed to print-out an email at the last minute - I pulled into your parking lot, and am reminded it's *Thursday*.

Please tell us all what we can do to help you secure the funding for you to again be open 7 days a week.

- 1065 I enjoyed being able to use the library's service's to compensate when my computer failed completely, it was much appreciated.
- 1066 Awesome volunteer coordinator!!
- 1067 Enjoyed assisting with and making Christmas decorations at the craft program in November.
- 1068 When my extremely picky and indecisive middle school daughter had a hard time choosing her free starter book for the summer reading program, the librarian time with her discussing her interests, and went out of her way to make sure she had a book that she would enjoy. We love our library, and all of the wonderful people in it.
- 1069 Watching the little kids RUN to the children's reading area! Now THAT's a good thing for the long-term.
- 1070 My infant daughter receiving the book bundle courtesy of the Friends of the Tigard Library, and having my daughter complete her first summer reading program.
- 1071 Lost my car keys while at the library. Came back in to check if turned in (no). Called AAA. While new key being made, librarian hustled right out to find me in parking lot, bringing my keys, found by a kind patron. Heroism at the library!
- 1072 Excellent service each time. And, calling to request a book to be held is a wonderful service.....I can pick up the book for check-out when it is on the will-hold shelf. Very convenient. Most of the time the book must be borrowed but the call telling me the book is in is always welcomed.
- 1073 ill: Jaime has been a miracle worker. She hunts until she finds what you've requested rather than just to search your particular request if that one is not available she will try and find another source.
- 1074 I've consistently had great customer service from all staff.
- 1075 Winter craft event was a lot of fun for my kids.
- 1076 Staff was very helpful in helping to schedule my use of study rooms during the last few months while preparing for the LSAT. Always polite.
- 1077 reference librarian very helpful
- 1078 Miss Holly, in the Children's Library section always makes it a memorable experience, because she always says "Hello" to my little girl.
- 1079 Finding two really old movies on DVD that our family enjoyed watching.
- 1080 I am a Library volunteer so there are too many memorable experiences to report. I do like to observe the enthusiasm of the children as they search the shelves in the Children's Room for favorite books to take home.
- 1081 At the knitting workshop, my children and I were able to learn some simple crocheting/knitting skills. We really like it. Also the staff at the reference desk in the children's room are excellent. We come in weekly and often get assistance to find books or suggestions for books that my children would like to read. Always helpful and we really appreciate that. I have so many wonderful experiences, I can't even isolate one.
- 1082 I always rents dvds and you have the most recent brand new releases early and I am able to reserve them. I wish more libraries would go to the 3 week rental.
- 1083 Attending the programs: Learning to knit, to make needle felted Christmas gnome, to make Christmas cards, etc. The needle felting was most memorable, because I had never heard of that hobby.
- 1084 My 7-year old daughter really enjoyed the end of summer 2014 carnival party at the Tualatin library. Would love more events like that at Tigard, too.
- 1085 Extra help at the children's book finding a young adult book.

2015

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 1086 Well, it's not about the library, but about the patrons. One cold, rainy evening, I was at a table doing work and a woman with a cart full of belongings came and sat down at a table. I'm presuming she was homeless. She was coughing terribly on and on and disrupting everyone. The young man across from her left. I couldn't focus on my work. I offered her a cough drop and she said she had pneumonia. I have to wonder if she had something more serious that might be contagious like TB. The incident was so memorable because it stirred up so much for me: I really hadn't seen homeless people in Tigard before. What services are there in our community? Shelters? How about health services? What other places could she have gone that weren't so public while she is so sick—and possibly contagious? What about patrons who disrupt the whole library? The reference person was helping her find something to read, which was great, but didn't suggest sitting in a more isolated place where she wouldn't disrupt and concern other patrons with her coughing. I don't know—the whole thing really bothered me. I left.
- 1087 color printer, using "Paint" and creating better looking photos!
- 1088 Library is a regularly planned activity because I enjoy reading and can find information on varied interests or novels for "flavor of the day." The Reading Room and fireplace are favorite places on rainy days.
- 1089 Studying here is excellent. It's quiet normally. Although last time I was here there was a homeless person sleeping on one of the cushy chairs. I have no problem with him sleeping because it is a nice warm, quiet place for him to rest. However, he was snoring really loudly and there were several times when library employees passed by and looked at him, then kept on working. I understand it's a hard thing to have to do, but an employee should have spoke up.
- 1090 I wrote the better part of a novel in the Tigard and Beaverton libraries last November.
- 1091 Computer classes are always helpful
- 1092 Great way to keep up with periodicals + online. Enjoy reading room with fireplace. It is quiet.
- 1093 None
- 1094 Overall excellent...friendly service
- 1095 THE DIRTY KEYBOARDS! RESEARCH why people get sick!!
- 1096 Study marathon.
- 1097 this library also has a nice walking trail outside, and nice courtyard/deli section in front, as well as nice separated reading room upstairs and plenty of open computers available
- 1098 I was told I went to collections after "losing" a book and after I told them I was sure I had turned into the Beaverton Library, they told me to go talk to them. Which in turn Beaverton told me the Tigard Rep should not have done that.
- 1099 My daughter and I had so much fun at the Christmas Craft Extravaganza. We still love the paper wreaths we made.
- 1100 Enjoy comedy CDs
- 1101 Enjoy catching up on business and trade journals or periodicals.
- 1102 Tigard library is a wonderful place where I can just sit and focus on anything: reading, studying, doing homework, etc. This past year I remember coming to the library to find a movie. It hadn't been on the shelf so I asked the librarians about it. They were very helpful and found it for me within seconds. I was very grateful to them for the help.
- 1103 using the computers
- 1104 reading with my daughter previewing books in the children's books
- 1105 Meeting old friends.
- 1106 The computer people are outstanding and very helpful.
- 1107 Valentine's day when the swing band played.
- 1108 quiet.. that what i enjoyed the most...
- 1109 Whenever I ask for help at the upstairs reference desk, I am treated by a friendly, smiling face and people that are more than willing to help me out.
- 1110 Using study room, awesome.
- 1111 good sevice
- 1112 After the big tree blew down...was asking the librarian what was the plan...she didn't know. I suggested making it a community event to have the library patrons select a new tree, and give it a name. She said others had suggested the same thing. It would truly make it "our" library.
- 1113 Nothing in particular, but I always receive friendly and competent help from librarians and at check out.
- 1114 I love the fireplace in the reading room.
- 1115 I especially okie the study rooms
- 1116 The service here is amazing and the book are amazing and there a large variety of choice.

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 1117 Everyone is always very helpful
- 1118 My husband won a bbq grill, by reading books. He was so happy.
- 1119 Don't have one
- 1120 musioal events
- 1121 reference desk upstairs helped me to print out
- tax forms, and printing out resumes. Either not printing or said no \$ when I know I had 5.00 ... they printed for me anyway :) thx
- 1122 Every personal contact I've had with the library staff has been delightful. Librarians are eager and skilled when I've asked for research help. Checkout and overdue payments has been pleasant. I love the Tigard Public Library!
- 1123 I was helped by a library staff member on a printing problem.
- 1124 haven't had one
- 1125 Too many to list...One unfortunate one was simply eclipsed by the good.
- 1126 Use of scanner is not exactly memorable or very useful in job search.
- Enjoy variety of programs in Community Room. Thank you to Friends of Library for screening of Super Bowl and Oregon games.
- 1127 birthday celebration for Curtis Tigard. Book author book signing.viewed a sporting event in the community room.
- 1128 I was having trouble with the printer and the reference desk helped me.
- 1129 There R 2 branches I visit: Beaverton and Tigard. Tigard mostly. There is always a place to sit and study, internet available almost all the time.
- 1130 Met with AARP tax help volunteers, who were very knowledgable and informative.
- 1131 The staff is very helpful.
- 1132 There was talk about flutes held there.
- 1133 Watching the big Oregon Ducks vs Ohio game in the community room with yummy snacks!!
- 1134 n/a
- 1135 driving a long distance during my lunch break from work to find the library closed (with no notice by e-mail) because the employees were having a (long) holiday luncheon.
- That is great but please---let us know next time IF library is closed when it is supposed to be open.
- 1136 n/a
- 1137 Finding new bestsellers on the shelf, the ones that can't be held
- 1138 Going in to pick up holds and being able to get out quickly by using the self check-out.
- 1139 I took several Nook classes and found them very helpful. The instructors were excellent. I wish you had more Christian Fiction E-books. Maybe I should say "inspirational"--I dislike the trashy language used in some books, and do not read them.
- 1140 Excellent Excel 3 class
- 1141 Love the book sales and extra activities like hula dancing
- 1142 Everyone is very nice and helpful.
- 1143 I love the cultural passes and wish there were more options.
- The desk employee told me all about her experience at the Pittock Mansion and it enriched our experience.
- 1144 Your kid's room is great - my daughter loves being able to play and pick out books. Plus the view of the natural area is fantastic.
- 1145 Books on CD
- 1146 I go to the library with my daughter (3 years old). She loves to ask the librarian for help finding books that interest her. Whoever is at the desk is always very gracious to stop what they're doing and help her find what she is looking for.
- 1147 I do love the access to E-books but wish there were more-I often give up and get print version
- 1148 Survey from last year was far from asking the opinion from a patron.
- 1149 Getting directed toward the right site for getting genealogical information without being assailed with advertising.
- 1150 I helped shelve books with my school's Key Club
- 1151 Taking my granddaughter to Friday family story time. The group leader does a great job!
- 1152 The Children desk has been excellent in finding all kinds of books for my 5yr son. Thank you so much!!

2015

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 1153 My kids really like to visit, pick out books and attend programs in children's room. My oldest especially likes the reading to the dogs program.
- 1154 recommendations from Lisa!
- 1155 My daughter attended a Lego program, which the whole family loves, and won a Lego minifigure. That made her month!
- 1156 The reference desk is always available to answer any questions. I frequently ask them questions for my small business.
- 1157 Always very helpful staff, really enjoy the paperback book exchange shelf
- 1158 Great help finding the right books for my child
- 1159 The internet wasn't working properly for some reason... but the way the staff handled it, it wasn't an issue at all. I think it says a lot if a libraries internet doesn't function properly, and the staff still helps the patrons get what they need. Good job.
- 1160 My son and I met a tutor for math at the library once a week last year for a few months. The library's conference rooms and book selection made it an excellent place for my son to learn with the tutor while I relaxed with a good book.
- 1161 I enjoy studying and looking out the window.
- 1162 I watched a heron through the library window as it quietly stalked and lunged for its dinner. Very cool.
- 1163 Printed out application to private high school for my daughter.
- 1164 every trip is a pleasant experience, nothing particularly stands out, which is a good thing.
- 1165 Reference desk can't seem to help me with the Overture app to work with my iPad.
- 1166 Had to renew my library card and number. Talked to a man who was very courteous and helpful. Can't remember his name. He helped me get synced between the library and my android tablet. I am grateful.
- 1167 reference librarian helped me find a Tigard historical book with my (in-laws) family mentioned in a section, and another book I shared with my 94 year old father-in-law.
- 1168 I always love the free activities!
- 1169 Discovered audiobooks on CD - perfect running companions! Love the isolated reading room upstairs.
- 1170 Have none
- 1171 I was researching a complex topic and one of your reference librarians helped me until I had all of the resources I needed and then some.
- 1172 I was very impressed with how many computers the Tigard library has, and how much time each patron gets on a computer.
- 1173 One of the staff took the initiative to approach my son to help him find a book, when he was browsing on the shelves. My son is a bit shy, but the lady was open and welcoming, and coaxed my son to open up. I can tell the staff the Tigard library children's section really cares and help to instill the love of reading.
- 1174 I brought my grandson in last week and as I was printing out something on the computer, he ran to where the children's area used to be. And apparently it is not there anymore and a gentleman got upset about him being in the area. Well I long story short I won't be back. Which makes me very sad, the library has always been an important place to me.
- 1175 I don't know about specific - my daughter likes to feel empowered to take care of herself and the staff are always happy to help her, and with a great attitude.
- 1176 watching a movie on the big screen in your community room.
- 1177 All staff are very courtesy able to help whatever I need.
- 1178 Help with computer problems..
- 1179 A couple of the children's librarians going above and beyond to make my kid feel welcomed and excited about reading.
- 1180 I've been to a couple of events at the library in the past year and they were enjoyable. The birthday party was fun!
- 1181 Thrilled to find JoelRosenburgs new book
- 1182 My nieve asked about summer Reding and she feels comfortable to ask questions and the person in the kids section very nicely gave her info...when you work in a public place like the library we should be the best to everyone, I sure appreciate the library and usually if not all the time people are very respectful, friendly and informative, thank you!!
- 1183 Thrilled to find JoelRosenburgs new book
- 1184 walking in and finding out what a great library it is.
- 1185 A book I could not find any where else was at the Tigard library.
Much appreciated

2015 TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 1186 always good service from employees
- 1187 The wool felting class was great! The Irish music and dancing too!
- 1188 n/a
- 1189 ?
- 1190 Helping Others Find Books In The Library.
- 1191 I love the library, but I can't think of a memorable library. All visits are memorable.
- 1192 I was very pleased to see the Humanist/Freethinker display. Atheists are persecuted in this country largely due to church influenced anti-intellectualism and I thought it was wonderful and fitting to see this awesome collection of books in a library.
- 1193 My daughter was given crayons to color. :)
- 1194 Just spending time looking at your new books.
- 1195 We just joined, so the attention that the front desk gave to signing my children (3 and 6 years old) with their own cards was very special to them. We were also given a great overview of the children's area with help finding chapter books for my son.
- 1196 Discovering I can check out eBooks directly into my phone!
- 1197 the study room was very helpful!
- 1198 The library's birthday party was very fun. Loved the food and the music.
- 1199 I love the library. Always have. I am always shocked when I meet someone that doesn't use the library. I always describe visiting the library as a My oasis in my day or week. A small treat to buoy my spirits
- 1200 walking in and finding out what a great library it is.
- 1201 Had a dispute with late fees. Staffs were helpful and courteous.
- 1202 Don't have just one experience.....each time I come I find it's a friendly, helpful place.
- Whether I use the self check out area or regular check out it's quiet, & very peaceful
- 1203 We donated 68 books to "friends of the Library" and it awesome! The staff was very nice and thanked us for our donation.
- 1204 The efficiency of requesting a book and the notice "it is ready"....love that service.
- 1205 Topical educational and entertainment presentation. How-to computer classes.
- 1206 NO memorable experience, but I do want to say I have always had great service, your volunteers are very helpful and nice. You all are doing a very good job. Only one thing, I have and want to continue to donate DVD's and CD's but feel they end up in the sales, I would like to see them be available for other patrons to check out.
- 1207 I came in recently and found on the bestseller shelf 3 novels I wanted to read. One of them was I had been hoping to snag for months!
- 1208 N/a
- 1209 Very quick reference desk help when asking for a popular book.
- 1210 The summer reading program is great!
- 1211 Easiness of obtaining ebooks.
- 1212 The staff are great in both locations Tigard, and Beaverton, when we go in. The parking is the pits especially for Tigard, and there is NO place to park. I don't CITY SCAPE any more because haven't and might not set it up, the # 6 is answered when we received city scape..
- 1213 Helped with books for iPad
- 1214 the employees in the children area are excellent. They always help me find the books and one time they helped me found me kid who went to the other side of the library!
- 1215 Requested purchase of a book and it was handled very well.
- 1216 Always kind and courteous
- 1217 Signing up for a new library card was an easy and delightful experience
- 1218 movies checked out
- 1219 Going to the Library on a Thursday and finding it closed
- 1220 Assistants at the upstairs counter are outstanding! I am not happy with the new computer system, it is so complicated.
- 1221 Plenty of help when using the computers
- 1222 Each visit is memorable: there is nothing better than a good book, (print, that is) and the library is full of them. E-books are OK - I use that format when I have to, but definitely not my preference.
- 1223 All the clerks are just really nice and a positive lift to a clients day.

2015 TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 1224 My wife and I really enjoy the programs put on in the Burgess room. We especially liked Grant McComey's presentation.
- 1225 Attending the special music groups and speakers. All have been excellent.
- 1226 they had the book I didn't have enough money to buy and I thought they wouldn't have it
- 1227 working with the youth librarians to provide summer reading activities and field trips for CPAH kids.
- 1228 I always have a great experience in my library, feel welcomed and comfortable.
- 1229 Hiking through the snow on fan I creek trail to return some library books on time.
- 1230 Seeing the pine tree on the ground. :(
- 1231 none
- 1232 I watched the Superbowl last year at the library and really liked the accommodations. I use inter-library loan a lot. It's a wonderful service for my research.
- 1233 N/A
- 1234 consulted on "computer issue" and had excellent help.
- 1235 Paula Walker brought the library to our seniors during one of our luncheons.
- 1236 I didn't know about the need for password to do self checkout. The librarian was helpful.
- 1237 The help I got setting up my e-book. The instant response and quick service in looking for and holding a book for me.
- 1238 I had returned a book and later it showed up on my account as being damaged. I hadn't damaged the book, and the librarians waived the fee. I've dealt with other library systems that aren't as quick to believe their patrons about damaged items. I left very happy - great service!
- 1239 self published writers program
- 1240 Bought a great book through Friends of the Library. Talked with a reference librarian about a book I was looking for and had very little to go on and she found the book. Long live reference librarians!
- 1241 Seeing the huge turnout for the used book sales!
- 1242 Staff working with me on getting an ILL book.
- 1243 Had a problem with my membership card, the lady at the desk just inside the front door was very helpful and nice.
- 1244 Became a volunteer
- 1245 Ive started to take my daughter to storytime, which is great. ive always had good experiences at the library.
- 1246 Nothing memorable -- just normal
- 1247 Super Bowl event. Terrible lost by Seattle Sea Hawks.
- 1248 Participated in a recognition dinner for volunteers. Was one of the players.
- 1249 We just moved here and have two young boys. The children's area is so wonderful (much better than any other library I have been to). The Children's librarians are also so very helpful!
- 1250 The librarian at the children's desk showed me resources to choose the right books for each of my children and gave great ideas for my advanced 4 year old reader.
- 1251 Really enjoyed coming to hear author Brian Doyle.
- I also got help at a training for getting started w/ overdrive and using e-book service when I got an i-pad
- 1252 The childrens reading program over the summer was excellent.
- 1253 The wonderful book sales.
- 1254 We loved the Star Wars day at cedar hills location.
- 1255 Friendly staff
- 1256 Such a great place for me to study and get research work done!
- 1257 Jane Kirkpatrick's book talk about The Light in the Wilderness.
- 1258 I found an audio book from David Weber at Tigard that was not available at any of the other local libraries
- 1259 My memorable experience arrives each year at tax time, I have taken advantage of this free service for years; the volunteers are well trained & each completed form is double checked by another volunteer (fresh eyes) for accuracy.
- 1260 Volunteering as a teen leader
- 1261 Enjoy the musical concerts & the book sales
- 1262 Everyone is so nice and helpful. LOVE the library

2015

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 1263 Good: One assistant went out of her way to fix a problem (the item was accidentally re-shelved before they checked it in so it showed as outstanding on my account, but she found it on the shelf and corrected the error.)
- Bad: One assistant explained a matter completely wrong (180 degrees). She had no idea what she was doing, but was firm and insistent in her belief that she did.
- 1264 The kids love the library reading program and loved the free book they got. They have since read all sequels to the first book they got!
- 1265 My family enjoyed the Knights of Veritas event.
- 1266 A kind employee helped us find a movie we had on hold that had gone missing.
- 1267 Nothing but excellent service and lots of books to read.
- 1268 Taking the 5th grade class to the library to check out books for their research projects. The gal at the kids desk was so helpful.
- 1269 Holly helping my son find books that interest him. She recommended Hank Zipzer and he has now read several books from that series. She was, and always is, very kind and patient.
- 1270 I always look at the new books section and find authors I enjoy with a new book out. I also found a couple of authors new to me which I have enjoyed the past year. It is always a treat to visit the library. I usually have a CD I listen too in my car, too. Also I have tried a few ebook on my Kindle app.
- 1271 Good service
- 1272 Asked someone re shelving books where I would find a certain book and he didn't look up and said go ask at the desk.
- 1273 Very helpful to find the book I wanted
- 1274 I found a great grandmother via ILL.
- 1275 library saved a book for me
- 1276 Ref desk helps me order CDs from the system; always helpful and nice to talk with.
- 1277 Crafter noon around Thanksgiving was very fun
- 1278 I enjoy the availability of magazines that you offer. I also appreciate the special exhibits in the lobby - the tea exhibit is lovely. You offer a wide variety of lectures, concerts, demos, etc. that are always interesting and beneficial.
- 1279 I like and enjoy sitting upstairs to focus on reading or writing while also having the lovely windows and the presence of others around to enjoy
- 1280 na
- 1281 Just enjoy th library and what it has to offer and also the special people they invite, music, etc....
- 1282 Had requested a book which arrived as a box of many for a book club. Staff member quickly corrected the problem and walked me upstairs to find the single book. Most appreciated!
- 1283 When I need help, someone is there.
- 1284 I was surprised by wide selections of the teaching companies courses.
- 1285 Finding a book I had been really wanting on your for-sale bookshelf outside the front doors.
- 1286 The series of musical performances in the summer were extremely enjoyable to me and my handicapped husband. We are not able to attend shows very often because of wheelchair and parking logistics but both are manageable easily at the library and the music is so good.
- 1287 I like to read series in order so I LOVE being able to request books online and pick up in my Tigard Library!
- 1288 Staff helped me w/the copier when I couldn't read the controls very well.
- 1289 I learned through the internet who was Aaron Swartz, and the infinite love this young man had for libraries and his main desire was the knowledge bequeath to humanity for the new generation, that would reach everyone in the world.

Question 7 - Is there a new service or program you would like to see the library provide?

- 1 Some books by Frances Burney!
- 2 Classes on smartphones, facebook, twitter, etc.
- 3 Cityscape mailed to those who request it.
- 4 None that I can think of!
- 5 How to use Twitter, facebook. modern media information (maybe smart phones with computers)
- 6 Spanish immersion program. Free night to practice Spanish with natives.

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 7 I can't think of one.
- 8 no
- 9 Reading Club - Prg
- 10 Everything is good
- 11 Oregonian often missing.
- 12 e-book free or otherwise
- 13 N/A
- 14 more e-books available
- 15 Black History Month book display & programs; sponsoring of African-American speakers during the month of February.
- 16 no
- 17 more new movies please. Also more books on special-needs diets
- 18 more in-person computer classes.
- 19 NA
- 20 NA
- 21 no
- 22 can't think of one
- 23 Video games and a section for new movies received
- 24 I would like to see the historical room open on weekends
- 25 Just more books on CD or MP3/download
- 26 To open on Thursdays
- 27 It be nice if you had headphones for music
- 28 Activities for special needs adults & children
- 29 Reading programs to encourage kids, contents...etc.
- 30 Local politicians coming to the Library for Q&A
- 31 More guest lectures -
- 32 Open on Thursdays
- 33 Open on Thursday
- 34 toys to checkawt
- 35 no
- 36 Everything is fine, I don't think there's anything to add?
- 37 any ebook onkindles
- 38 Free donuts!
- 39 no
- 40 Some kind of reading program during the summer for middle school age kids (Reading) class
- 41 nope
- 42 A new class like E.S.L. program and more programs for kids and more variety of computer classes and craft programs.
- 43 Allow the rescue/permanent ownership of old periodicals being destroyed after 3 years of age. What a shame!
- 44 A movie night.
- 45 open on THursdays!
- 46 movies
- 47 none
- 48 no
- 49 No
- 50 A book log in the Summer reading program
- 51 no
- 52 No
- 53 Not that I can think of.
- 54 No, it's all good.
- 55 Nope.
- 56 Doing a good job now.
- 57 Book signings by famous authors.
- 58 Not particularly.

2015 TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 59 I think a "how to use the library" program would be great - people could learn to do things like basic catalog searches, etc.
- 60 I'm pretty happy with the existing services.
- 61 I would like to see the library provide X
- 62 Always good to have more programs benefiting children.
- 63 Tablets/classes to help library.
- 64 Nah, not really.
- 65 Not really.
- 66 No.
- 67 Book club - software on the kids' computers for upper grade school.
- 68 Ability to have citizen civic engagement education meetings.
- 69 No, I like it the way it is now.
- 70 A rec center with an indoor basketball court.
- 71 No.
- 72 I think it's great.
- 73 Yah, checking out games would be awesome.
- 74 Homework help.
- 75 None.
- 76 None that I can think of.
- 77 Not at the moment.
- 78 More community training things like computer classes.
- 79 Better phone (not e-mail) overdue announcements.
- 80 Multi media room (theater).
- 81 open again Thursday
- 82 With the economy rebounding, I would like to see the library opened on Thursdays once again.
- 83 have more services at the front desk
- 84 Thursdays?
- 85 is it possible to open 7 days a week
- 86 Spanish story time. video games & TV series
- 87 more teen program
- 88 add ability to pay fines and/or donate to the library at the website
- 89 open Friday
- 90 Homeschool Programs -- Grade school
- 91 Send quarterly programs thru schools to family
- 92 UPSTAIRS
- 93 a rental program that rents tools
- 94 STUFF ON GENEALOGY
- 95 ADULT EDUCATION- ADVANCED COMPUTER USE. MAKE MEETING ROOMS MORE ACCESABEL TO PUBLIC
- 96 I would like to see if the sinitest would come and do exsperiments.
- 97 3-D printing.
- 98 Open wifi.
- 99 More videos from the Great Courses open on Thursday.
- 100 No.
- 101 Yes. Spanish lessons at library.
- 102 None.
- 103 More downloadable audio books!
- 104 N/A
- 105 Well I see great programs that are fantastic and believe that any others being provided would be good as well.
- 106 wom: Lisa and Stephanie; I don't know but thank you.
- 107 Concierge-type librarian (volunteer?) Welcoming representative, Goes around asking patrons how they are doing and if they need any help they normally would not otherwise ask for; support patrons with studies, sources, (minimized work load on help desks due to shortage of manpower; keep area quiet, no porn on computers, checking on vagrants sleeping, settle horse play, fixing books/ shelving along the way, report issues etc.
- 108 Simpler e-book checkout process

2015 TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 109 More programs for tweens.
- 110 Story in Spanish
- 111 Book trade parties would be really cool for people who go through them fast.
- 112 Not at this time.
- 113 Nope
- 114 No
- 115 Classes for older people on computer
- 116 OK
- 117 Learning how to knit or sew
- 118 No
- 119 Book club for kids
- 120 Unknown
- 121 Musical event for baby/toddler
- 122 No
- 123 I do not think so.
- 124 Seminars
- 125 A summer craft day like the Dec. one maybe?

- More ACT/SAT prep classes/info session for free.
- 126 Continuing upgrade of ebook resources.
- 127 You're doing fine
- 128 More activities/events for ages 6-12
- 129 N/A
- 130 Yes there is I think there should be for older kids a book club.
- 131 Maybe more artistic contests, or more essay contests. Possibly classes for art or writing essays.
- 132 No
- 133 Book finding machine
- 134 Able to borrow video games, tablets, portable cd players! Open half day on Thursdays!
- 135 Electronic cards - maybe a phone app.
- 136 Video games
- 137 Services and programs are adequate in my opinion
- 138 Satisfied
- 139 More options for the culture pass
- 140 Honestly, no.
- 141 language classes. It, German, French
- 142 computer class everyday-each time I stop in any day
- 143 different times/activities for toddler 24 months
- 144 A class on how to use E-books

A class on how to use a tablet or I_Phone

AARP Safe Drive class for senior drivers to get reduced insurance cost

- 145 More E-Books
- 146 please clean public internet computers regularly
- 147 More days out on video/movie rentals.
- 148 NO!
- 149 None that I can think of at the moment
- 150 not that I know of
- 151 ? Would liketo have more authors to meet to discuss their books or writing
- 152 N/A
- 153 Reading for per-preschoolers
- 154 More parking
- 155 Stream movies
- 156 Open on thurs
- 157 Not at this time.
- 158 More DVD's

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 159 Can't think of a thing you do a wonderful job.
- 160 Video game rentals at the Tigard library. Other neighborhood workshops.
- 161 No
- 162 Everything seems fine to me.
- 163 A black history month overview in February.
- 164 No
- 165 Not that I can think of. Thank you for all your work and efforts.
- 166 I would like to have Firefox as well as Chorm on the computers
- 167 Mentoring or tutoring for people interested in being librarians.
- 168 Additional copies licenses 06 ebooks
- 169 ?
- 170 Computer classes (you may already offer them...)
- 171 More teen-directed programs and events.
- 172 I can barely imagine it doing more.
- 173 Art & crafts for children. Story-time, reading group discussion for children age 6 + home-school activities more visitors to the library that are educational.
- 174 Art classes
- 175 Teaching of quick-books, technical suport
- 176 Love if "our" library was open again on thur
- 177 A few more add-on's in the children's room, other then that nope.
- 178 no
- 179 Stroy time for adults (like children) by local writers or regional
- 180 Shooting range? Bar? But not together.
- 181 Quite possibly, but i don't have enough time to think about it.
- 182 Automatic check-in like the Beaverton library has. A couple of times the books I returned were not checked back in. After a couple of weeks or so I went in and talked to the Librarian. She found them on the shelves.
- 183 Maybe a job board if there isn't one already?
- 184 More speakers on different subjects like travel somewhere.
- 185 e-books for Kindle
- 186 Downloadable books for I-pad
- 187 Please move a check-out machine into the children's area
- 188 Some sort of meetings about money since they do not teach it in any public school and colleges
- 189 free/less printing off computer cost
- 190 Keep up the great programs
- 191 Check out computer programs
- 192 No but it's as good if not better than other libraries
- 193 Scanning - in Sherwood
- 194 Thursday opening
- 195 more felting and knitting/crocheting classes - they fill up way too fast
- 196 Advanced computer classes
- 197 Book clubs (???? either clubs or dubs)
- 198 Cooking classes - that I can teach. thanks.
- 199 Not at this time
- 200 open on Thursday
- 201 more training classes on use of Ipad
- 202 coordinated college courses on a day
- 203 more computer learning labs
- 204 TV Series
- 205 I will like the library have more programs spanish children's.
- 206 Nope
- 207 n/a
- 208 be open on Thursdays - didn't we pass a bond measure a few years ago for the library to be open everyday? What happened to the money?
- 209 Be open again on Thursdays
- 210 No
- 211 Allow support animals in the library by those with proper medical papers

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 212 Nope, everything is great.
- 213 No
- 214 No
- 215 Not really
- 216 - Microsoft Excel and other computer classes

- Everything else is great!
- 217 Adult storytime
- 218 Open Thursday also - tax me
- 219 a way to suggest new book/author purchases
- 220 Open Thursday
- 221 No
- 222 No. All good!
- 223 Uh none at the moment
- 224 On web site list upcoming articles going to purchase
- 225 book mobile for poor kids
- 226 Origami station
- 227 Spanish program for children; more educational programs in summer.
- 228 American girl doll event
- 229 Love everything you do - just keep going! If you can get more authors to talk, all the better!
- 230 More e-books
- 231 More copies of e books
- 232 More computers
- 233 More music or teaching programs for kids
- 234 Public fax machine
- 235 No
- 236 Just wish you were open Thursday
- 237 Not sure
- 238 More kids story times
- 239 learning about your program. Thank you for having them
- 240 I can't think of one
- 241 no.
- 242 typing class on site
- 243 n/a
- 244 Might be automated check-in to help with circulation
- 245 Animals
- 246 More teen programs would be nice. Especially those geared to pre-teens.
- 247 Faxing service
- 248 more ebook and Spanish resources, movies, books
- 249 Delivery for people with disabilities/elderly. maybe video games would be exciting. Game night for all ages not just young adult.
- 250 No
- 251 book clubs
- 252 No. I think it is great so far.
- 253 I just show up now and then ever since it was in city hall you're doing good
- 254 GED
- 255 Open thurs
- 256 maker classes , audio, 3D printing.
- 257 more large print
- 258 faxing , 3D blue-ray
- 259 video games
- 260 Inclusive story times for kids who has difficulties in regular groups - autism, sensing-processing,etc
- 261 I'm sure lost of people are waiting for that 3D printer you talked about on the last survey.
- 262 I would like a reading contest every spring.
- 263 more ebooks
- 264 Just better hours.

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 265 ESL maybe?
- 266 You all do a great job.
- 267 Open thurs. One more self-check would help sometimes, or more of your great staff.
- 268 Same focus on local people from past.
- 269 A wider ill that extends to Canada. I have stated why in suggestions.comments below.
- 270 Just keep doing what you already have
- 271 More music for children - performances and or hands on
- 272 Better follow up email prior to over due notice; notices should be every day starting on due date or even 2 days before
- 273 More books on java and C programming
- 274 Java and Cook Books
- 275 I cannot think of any
- 276 Not really, it is doing just great!
- 277 No
- 278 More hands on classes for kids. Japanese books for adults
- 279 kiosk for returns/checkout. Open Thursdays
- 280 More how-to classes on how to use social media
- 281 more movie events
- 282 Don't know yet
- 283 NA
- 284 i don't think so
- 285 no
- 286 none I know of, but I'm very ignorant
- 287 More newer movies available.
- 288 no not at the moment
- 289 no
- 290 no
- 291 Summer movie nights, family events on Saturday not Sunday
- 292 All of my needs are currently being met
- 293 I'm not sure
- 294 All is great except (see comment in #5)
- 295 no.
- 296 no
- 297 not really
- 298 No. Everything is great already.
- 299 More computer classes (how to)
- 300 no
- 301 Storytime in different languages!
- 302 As many large print materials as possible
- 303 no.
- 304 Open Thursdays!
- 305 More technology classes
- 306 n/o
- 307 No
- 308 Not particularly
- 309 please keep paper tax forms
- 310 Swimming pools!
- 311 no so much
- 312 more bilingual DVD's, new movies
- 313 Nope. I don't really care as long as there are lots of books.
- 314 Kids programs in the evening
- 315 More educational programs on National Parks etc
- 316 N/A
- 317 ?
- 318 Classes for homeschool kids in the lower elementary grades. Similar to the nature classes Hillsboro main las.

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 319 No
- 320 no
- 321 Outstanding as is
- 322 no
- 323 More ebooks
- 324 More creative programm for kids and story times day.
- 325 Programs for blind
- 326 programs with poets, puppets
- 327 none
- 328 Just more ebook choucues!
- 329 ?
- 330 No
- 331 a place to check in coats, bags, umbrellas, etc
- 332 Be a site for AA mtg in Tigard fm rent would be paid
- 333 A Mine-Craft computer for kids to play on.
- 334 Better return system .
- 335 No, everything is fine.
- 336 None I can think of.
- 337 At one point, there was talk of getting public-access 3-D printers. that would be cool!
- 338 None I can think of
- 339 Hula dancing lessons.
- 340 can't think of anything except DVDs with tv shows
- 341 Robotics classes, opportunities for elementary and middle school children .
- 342 I would like to see an area people could drop peices of paper that have book titles that they recommend for the library
- 343 make the kid room bigger
- 344 New language conversation groups for adults.
- 345 No
- 346 More 3D DVD
- 347 no
- 348 No
- 349 Nothing i can think of.
- 350 Be able to replace my card using the same number
- 351 Free Coffee
- 352 Search box on Reading list page to see if you have read a book.
- 353 Not as of now. I think the Library is amazing, the way it is.
- 354 Open on Thursdays would be great
- 355 A volunteer service to help you pay back fines, or something of the sort.
- 356 Just be open on Thurs!!
- 357 No
- 358 teen programs
- 359 Open on Thursday

- Open @ 10 AM on Sunday
- 360 there was once a program about vegan Thanksgivings. It be nice to have programs like that, or cooking programs.

- 361 more blue rans
- 362 Parking lot security please.
- 363 Parking lot security please.
- 364 No
- 365 Ask for senior citizens-long time Tigard residence to come to History Center 1 per month and share stories, answers questions about old Tigard. .
- 366 N/A
- 367 no
- 368 computer programs in the evenings or Sat.
- 369 No

2015 TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 370 I'd like to see more writing opportunities for kids/teens
- 371 Film discussion; Book recommendations based on previous checked out books
- 372 Thursday open hours
- 373 Please open again on Thursdays. I would not use it but many of our less wealthy clients would.
- 374 Self Check-in for returning books
- 375 Self check
- 376 not that I can think of
- 377 More craft days!
- 378 More cultural events
- 379 More audiobooks
- 380 Video game tournament!!!
- 381 Some kids play gorund on the back large open area
- 382 Some computer classes
- 383 Ses you can program to.
- 384 Art show for young children to participate in.
- 385 Not really.
- 386 Nope. This is an excellent library. Keep up good work.
- 387 Book clubs for kids.
- 388 Manga and Anime for kids.
- 389 Manga and Anime for kids.
- 390 Not that I can think of.
- 391 Technology safety classes for teens/tweens.
- 392 No, everything's perfect.
- 393 N/A
- 394 No.
- 395 More study rooms.
- 396 Wireless printing.
- 397 I'd like to be able to access my family cards with my library card.
- 398 Lending out E-Readers for adults.
- 399 Maybe an adult book club (?)
- 400 Check out art work.
- 401 Here you have everything that I need.
- 402 Job fair
- 403 No.
- 404 No.
- 405 No, not really.
- 406 No.
- 407 No.
- 408 No
- 409 Work to have the cooperative adopt the same length of checkout times for DVD's. For example, BVTN is one week, Tigard is 3.
- 410 Nope.
- 411 not that I can think of -
- 412 Yes--being able to check out books with just a library card number.
- 413 Yeah....more books and more computers
- 414 Keep up the good work.
- 415 More programs for new moms - such as "baby sign language."
- 416 N/A
- 417 Monthly knitting social.
- 418 Expanded options for cultural passes.
- 419 Writing workshops
- 420 No
- 421 No
- 422 How to draw a robot. A "How to Draw Robots" class.
- 423 A how to use a library
- 424 Meeting space for SCORE client meetings

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 425 More community bulletin board space!
- 426 help by ebook Overdrive
- 427 TV shows on DVD
- Video games
- 428 Be open Thursday - increase my taxes to cover it!
- 429 Yes, foreign DVD films separated
- more magazines
- 430 literature like homework to review the very basics of computer use.
- 431 All in all very excellent library.
- 432 more availability of e-books
- 433 more cultural events
- 434 I am satisfied with all the current programs
- 435 author readings
- 436 Highschool Book Club
- 437 Famous Authors signing
- 438 Your staff is ahead of me- great job
- 439 More books on shelves (I know its probably not possible) but often I like to browse shelves on topics and most of the books are at Beaverton it seems
- 440 More Large Print reading materials
- 441 more of the newer books
- 442 Teach Foreign writing class. Teach a Language Class. spanish/Chinese/Arabic
- 443 More Chinese books
- 444 online movies
- 445 more classes
- 446 please open upon Thursday- could close Sunday
- 447 No-but I appreciate being able to rent movies here- in addition to all the other services you provide! Hope that will continue.
- 448 More craft & music programs. More audio books
- 449 Teacher multiple copy and extended times for renewal (like Multnomah Co).
- 450 nothing to add right now
- 451 nope
- 452 More!
- 453 Anything more fascinating than positive uplifting and life saving information...Thanks!
- 454 None that I can think of
- 455 No.
- 456 No, I think it's good as it is.
- 457 None
- 458 Nature walks - more natural history oriented events. The surrounding make this an obvious choice
- 459 More dogs and tales (reading programs)
- 460 More lectures for "Seniors"
- 461 Preschool storytime (4-5 yr olds)
- 462 more "Shaw Brothers" classic Kung-Fu movies within the Washington County District. They (those movies) are 60's-80's Hong Kong Cinema features
- 463 no
- 464 More international books and mag.
- 465 more events for adults as well as kids
- 466 Game night?
- 467 more ebooks
- 468 I would like access to library 7 days a week.
- 469 I like to check out DVD's. However, having to get them back is such a pain. Therefore, I have stopped getting them. I'm a senior citizen and have days-bad ones with my health. Can't get them out at times to return DVDs.
- 470 No, not necessarily
- 471 Bring back the WWII era newspapers.

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 472 How to use computers.
- 473 More sports events broadcast.
- 474 Video games
- 475 Can't think of one.
- 476 No
- 477 No thank you.
- 478 No, I don't have anything new I want to see.
- 479 Not really.
- 480 Phone access to the internet.
- 481 Open on Thursday is my first request.
- 482 Some classes for kids and moms or for the women
- 483 Expand MP3, ebooks, and audio books on the library2go
- 484 More home school services
- 485 More puzzles for children
- 486 Greater selection of ebooks
- 487 For some reason, automatic check out is difficult at Tigard compared to Tualatin
- 488 Lending things other than "typical" library items i.e. food hydrator, tools, etc.
- 489 More classes
- 490 More ebooks
- 491 Maybe a program connecting jobseekers with local job opportunities
- 492 All good
- 493 No, you're perfect
- 494 A little bit more about DVD and audio books sorted by author or alphabetical
- 495 You offer everything necessary to me. CD check outs, wifi and quiet comfortable areas for studying.
- 496 Great job, very pleased!
- 497 I like the programming you have. I would like to see more programs.
- 498 Hand sanitizer!! On way in and way out, publicizing it, also near any keyboards
- 499 More Spanish books for children
- 500 more dogs
- 501 Not really, I'm open to suggestions
- 502 More adult programs-like guest speakers-stuff about health care, wills, buying insurance, historical stuff in Tigard & surrounding areas-more how to stuff-crafts
- 503 No
- 504 More ebook variety
- 505 Don't know
- 506 Nope
- 507 Doing great already
- 508 Free kids movie day
- 509 Music events for kids (sing alongs)
- 510 More food options
- 511 Use Tigard times more often for events and programs
- 512 No
- 513 more lectures
- 514 More graphic novels.
- 515 Please get more childrens books.
- 516 No
- 517 More programs for preschool aged children (3-6)that's NOT during the time
- 518 Perhaps, open on Thursday
- 519 Current readers wall of fame, or kid picks by kids for kids.
- 520 Stamper Sampler magazine-knitting and other stuff but not really stamps
- 521 Storytime dedicated to preschool age.
- 522 More community events and geneology workshops or other workshops of interests to real historians.
- 523 Purchase new books upon request. Offer more computer "how too" classes.
- 524 Can't think of anythings.
- 525 An easier way to comment on (book on DC), audiobooks if CD's are scratched, etc.
- 526 no

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 527 3 D printing maybe.
- 528 This is the best library I've ever had the privledge to be a card carrying member of!
- 529 Conversation spanish-english
- 530 Book clubs for seniors.
- 531 Parenting classes. I'm about to have a teenager! Advice would be so helpful.
- 532 Not sure.
- 533 Better and safer step stools.
- 534 I would love to see a reading program to read to the children.
- 535 More storytimes for 1 & 2 year olds. Chinese storytime for children.
- 536 More different days for story times, always full.
- 537 Please open on Thursdays.
- 538 More copies of latest released movies.
- 539 More ed classes for elderly.
- 540 Would like more computer classes.
- 541 Everything is excellent!
- 542 Color photocopier.
- 543 More programs for pre-literacy.
- 544 More programs for toddlers
- 545 More ebooks and online refernce databases.
- 546 No
- 547 nope
- 548 More E-book and audiobooks to borrow
- 549 Tutonly club (math)
- 550 NO
- 551 Open on Thursday
- 552 Expand L.P. Books
- 553 Board gamw rentals?
- 554 No
- 555 A class just for kids and that they learn stuff
- 556 -More e-book offerings for children and adults.
- A writer's group at the Tigard Library would be nice too, for aspiring and published writers.
- 557 More classes art
- 558 English classes on Fridays, Saturdays or Sundays.
- 559 Homework help for kids in High School.
- 560 No
- 561 I would like if you would offer a GED program.
- 562 English classes. I am now going at Tualatin
- 563 use of technology ; English classes for beginners
- 564 Adult reading club
- 565 Add senior - get to know twitter, facebook, new media technology.
- 566 Open on Thursday would be nice.
- 567 More book clubs for elementary and middle schoolers
- 568 SOME SORT OF ART SHOW FOR LOCAL ARTISTS.
- 569 Book club for grade 3-5 during summer, or other engaging literacy related activities. Maybe an OBOB type trivia contest, doesn't have to be OBOB books.
- 570 Yes! I ask this each time a survey is available from one of the class ratings. Please add an Origami class for Adult Beginner. Thank You. Maggiie White
- 571 an option to pay for fines online

2015

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 572 A. Organize and charge for group tours of popular places, people and businesses. Discover what is "popular" by survey. Then utilize pro-bono and volunteers with relevant experience to organize and assist with marketing the new (for profit) service.
- B. Expand further the Library's efforts in fostering the fine art of reading and comprehending among the whole population of your market area.
- 573 Language classes for elementary school kids such as Latin.
- 574 Sanborn Fire Maps
- 575 I would like to see more early literacy activities on the weekends.
- 576 Foreign language materials - German/Spanish/French
- 577 more web media
- 578 education/assistance with public records access, web resources. Training, for those less savvy with the internet.
- 579 expanded e-print books
- 580 Ancestry.com available on home computer with patron account
- 581 ATM, or Cafe giving cash back, or library giving out free printings by putting it on our card. (like an overdue fine). I saw the "Librarian's Override" that would have helped me.
- 582 Family story time on a day other than Friday at the Tigard Library. An afternoon would be great.
- 583 We'd love to join children's program on the weekend. We are working family that we don't have time to bring our children to the library during weekdays. We would like to join story times on the weekend, but currently the library does not provide this program on the weekend.
- 584 Open on Thursday's
- 585 Love the music events - like the violinist that came a year or so ago for Christmas. Wow!!
- 586 Not at this time.
- 587 3D Printer
- 588 Programs for elementary aged kids during regular school days for those who are homeschooled and have homeschool groups.
- 589 Self check-in with receipt.
- 590 This is my second survey so you should throw this one except for this comment: I would appreciate computer classes having times in the day and repeat at night. We working people can't take classes at 1:30 pm....
- 591 more books on medieval textiles, and modern weaving for textiles in general
- 592 Fax machine like BCL has
- 593 It would be nice, but not necessary, to have programs for my age group (new adults or college/recent college graduates). I'm too old to participate in teen/young adult programs, but the adult programming is generally uninteresting or not useful for me. But I understand that library funding is limited, and those two groups are more deserving of resources, so I've no quarrel with the library's programming decisions.
- 594 Not at this time.
- 595 n/a
- 596 Yes, have people give you their top 5 list of authors whose books they always look for, then notify them when any are putting a new book out. I have to look on Amazon to see what's new or coming out, then go to the library site, log on and put in a request. On that, when those new books are coming out- PLEASE put them at the TOP of the author's list of books- I find it like page 21 and don't understand why it's NOT being put up front so people can see it and put a request in.
- 597 Maybe a regular writing group where upcoming writers can get together to share their work, possibly lead by different published writers who can answer questions and give suggestions.
- 598 I love the idea of opening up the world of books to people who don't know how to read, young and old. Perhaps there is some kind of volunteer opportunity or program that the library could promote and host having to do with that?
- 599 Do all your events and programs (esp. story times) have to be exclusively in English? Is it possible to celebrate the diversity that already exists in this community?
- 600 More programs for middle schoolers - my daughter scared to interact with high schoolers and would like programs aimed toward the 11-14 age group.
- 601 Volunteer tutoring program for gradeschool age children, community story-time not just for kids.
- 602 More current gardening books.

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 603 Homeschool Group Gatherings during school hours
- 604 Allow parents to link their library cards to their kids' accounts, so we can pick up their holds even if the kids aren't with us at the time.
- 605 A program on how to balance the right amount of exercise with healthy eating to get weight loss.
- 606 3D printing and Making workshop
- 607 more community use of community room
- 608 Please bring back Pre-school story time.
- 609 I would greatly appreciate the meeting room being available for members of the public to utilize.
- 610 Longer computer time, I have never seen the computer's full, so it does not seem necessary to so limit the usage time.
- 611 I honestly can't think of anything else I could possibly need from our library - it has everything I want already.
- 612 More free passes to local attractions that are within a round trip day's drive.
- 613 I just don't understand why the library is still closed on Thursdays. It seems like the economy is improving and tax revenue from property taxes is increasing. I would really like to see my tax dollars going toward the library being open EVERY day.
- 614 Another glass fusing workshop would be great!
- 615 Book club for 1-5 graders especially during summer. I like the summer reading challenge, but would like to see a reading club for the kids during summer.
- 616
A music website where you can download and keep a free copy of a song. A similar web site for downloading and keeping some version (e.g. PDF, JPEG, ".doc" or ".txt") of public domain books, including reference-type books.
- 617 Book clubs for various age groups or interests.
- 618 Thursday hours.
- 619 Please open Thursdays.
- 620 training or instructions for accessing/using e-Books.
- 621 Subscribe to Puget Sound Business Journal?
- 622 I think it's great how it is.
- 623 Electronic movie rentals
- 624 Encourage people to use study rooms for group conversations.
- 625 Provide reading glasses for those who come off and forget their glasses, you can sell them and make money for both, a win win for both parties.
- 626 3D Printing
- 627 A keyboard swipe so I dont have to touch the dirty keyboards.
- 628 Charging station.
- 629 weekly or monthly music events
- 630 Can't think right now
- 631 We moved from Hillsboro and would love more family movie nights.
- 632 continue computer trainings and workshops.
- 633 More childrens activities
- 634 I would love to have the library open on Thursdays. I am a working student, and Thursday is often my day off and it would be helpful if the library were open then for me to have a place to study.
- 635 provide more classes for adult learning
- 636 don't know
- 637 more activities during year for elementary-aged children
- 638 Fax machine and a vending machine in the lobby for people that are here at night.
- 639 More World music... the collection is dismal!
- 640 Flash drives and headphones available for purchase.
- 641 Spanish language meetings, i end up driving to Hillsboro
- 642 no
- 643 Be open on Thursdays.
- 644 Nope.
- 645 More study rooms. Open on Thursdays.
- 646 Contests for money prizes!!
- Free Donuts Day!!
- 647 more computer skills. Outlook and how to copy yr pictures and send them to friends.

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 648 nothing that I can think of
- 649 more free classes
- 650 Maybe. But need to use the computer right now...
- 651 more kids activity in the morning or evening on the weekend. Many of them are in the afternoon which is during kids naptime, so less kids are able to participate.
- 652 Continue with computer training and skill training. Excel and PowerPoint are useful skills in my temp work and I learned them at Tigard Library skill training classes.
- 653 more workshops - lectures available to all
- 654 Even 1/2 day on Thursdays (normally closed) would be a big help.
- 655 ASL story time in the children's room
- 656 arts & crafts or writing classes
- 657 Be open 7days a week.
- 658 open on Thursday
- 659 no
- 660 no
- 661 As mentioned before...more places to visit on the cultural passes such as The Oregon Gardens, Zoo, etc
- 662 Live music
- 663 Live music
- 664 Live music
- 665 More storytimes, especially ones in different languages (Spanish, Chinese). Various times would be good too. Working families simply can't go to Book Babies, or Toddler time when they are during normal work hours.
- 666 Love the talks and would love more E books
- 667 * Video games (console and PC)
- 668 Maybe a Black History month display throughout February.
- 669 I would like to see more books in Russian and a videos
- 670 It would be nice if we could make 15+ minute appointments with volunteers in the computer lab to learn one specific function on either an android or Mac tablet. I have tried the drop in and for me it did not work to have one or two minutes then the person leaves. It is nice you provide this service but appointments who serve the clientele and volunteer better, I think.
- 671 more preschool activities
- 672 e-magazines
- MP3 audiobooks
- 673 Book club for tweens
- 674 More programs for school age kids
- 675 I love taking your excel and word classes.
- 676 Faxing
- 677 Not at this time
- 678 Tutors for teens or homework help
- 679 Is there a ranking of material by genre based on demand or expert opinion (for instance movies, literary classics, a particular genre of music)?
- 680 Reopen at least part of the day on Thursday by eliminating time on other days.
- 681 May not be the library's job but I would love a central place to easily get information about community events from performances to native tree plantings, etc.
- 682 more e books
- 683 Allow us to return audio books sooner than 7 days
- 684 More program for older children, middle school and up.
- 685 None that I can think of. Tigard Library has great services and events. Thank you.
- 686 Maintain acquisition of new CDs
- 687 I am satisfied
- 688 Online self-scheduling of study rooms (like the Hillsboro branch utilizes) would be great!
- 689 children's storytime in Spanish
- 690 More on-line reference
- 691 More History On Washington County Oregon Books.
- 692 Drive up to pick up books on hold

2015 TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 693 I would like to see some seminars on social justice and equanimity. Whether it be guest speakers or just a publicized reserved room with BYO light snacks with the scope of conversation geared towards this topic. Volunteer opportunities and community improvement efforts would probably arise in this type of discussion organically.
- 694 Can't think of any right now
- 695 Keep ordering books:)
- 696 Digital downloads of music---but don't get rid of your CD collection.
- 697 none
- 698 Cigar-bar
- 699 I like reading / browsing the magazines in the periodical section upstairs. I also enjoyed the hand bell group that performed before Christmas.
- 700 International DVDs
- 701 Maybe free movie screening if possible but not a big deal. It would just be nice to have.
- 702 All new books and videos should be downloable
- 703 more e-books
- 704 N/A
- 705 Meditation classes
- 706 Play area with more toys for kids where they can run and explore
- 707 A class that assists in the use of the new computer system.
- 708 Open Thursday
- 709 Toddler story times on the weekends
- 710 Increase number of e-books
- 711 Just more of the same
- 712 actually inform someone when they have fees..
- 713 TV programs
- 714 no
- 715 I would like to see computer classes for Mac - more advanced than basic.
- 716 NO. Love overdrive.
- 717 Can't think of anything right now.
- 718 Continue training on e-books and computer
- 719 More information on new DVD's and new books
- 720 expand e-book offerings
- 721 Make sure you follow 'The Mighty Girl' on Facebook and have books they recommend available and easy to find. Young girls, like my granddaughters, deserve to know that their future can be just as bright as any boy's.
- 722 no
- 723 reading support for ELL students
- 724 Sponsor DIY events.
- 725 Perhaps revive the mystery lovers book group.
- 726 We homeschool, so it would be nice if there was a homeschool day/program that was offered. Also, at our old library (in Los Angeles) they had an artist come every month and would do a free art class with the kids and it was a lot of fun and my boys enjoyed that very much. I think that a yoga class for kids would also be fun!
- 727 Preschooler story time at the Tigard location
- 728 Continue w/ training time for any new services that do come online.
- 729 Smartphone classes for seniors
- 730 More kids activities.
- 731 Moving more to e-books - like larger support.
- 732 genealogy research
- 733 Open on Thursdays
- 734 More notice of when a book is due. A week would be nice and then a follow up reminder a couple days before.
- 735 more new fiction
- 736 Just keep up the good work
- 737 I get email with new book lists for fiction and nonfiction a book list for arts and crafts would be great.
- 738 No
- 739 more printers available
- 740 Above ques: I've used librarys all my life so????

2015

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 741 Book club for 3-5 graders in summer. Discussion and craft oriented
- 742 I would like the e books not to expire so fast. I've downloaded a couple of times and by the time I get to read them, they are gone ;(
- 743 Just enjoy going to the library to find books, research, work and just read. The staff is always helpful.
- 744 Self check-out.
- 745 When I retire (soon!), I look forward to attending book groups and interest workshops (writing, book discussions, knitting)
- 746 More audiobook selections will be nice.
- 747 No
- 748 Open on Thursday!!
- 749 Videos about technology that benefits us
- 750 More musical and multicultural programs

Question 10 - Suggestions or Comments

- 1 It is far to walk but I enjoy the Walking Path by the library.
- 2 Thanks! I love reading books through the library :)
- 3 Buy bricks for outside benches, picnic table, in front.
- 4 Enlarge library - parking - computers.
- 5
As you see I'm basically very happy with the Library. The only thing I really don't like is that the cardinal rule of the Library - QUIET - is not better enforced.
To me the Library is the one place I can go where reading is uninterrupted in any way.
Unfortunately, the Tigard Library is the noisiest library I've ever been in. People (at the reference desk as well as elsewhere) talk at full voice regularly. Kids are allowed to do the same. For me it's a deal breaker. When the library is as noisy as Starbucks there not much point in being there. Sorry, I hate to complain but this holds importance to me.
- 6 On the computer, under "Requests to Hold", I wish that instead of saying, for example, my hold request is number 7 of 35 requests, that it would say I'm number 7 of 3 copies of whatever it is I'm trying to hold. That way I can predict approximately how soon my hold would be coming up. (I don't really need to know on my account how many holds there are.)
- 7 Am sometimes disappointed by the selection, and the need to request a book (or CD) from another branch. Otherwise. so glad you're here.
- 8 Double yellow lines and arrows to allow exit from book drops without having to go all the way around parking lot.
- 9 Keep up the good work! Love the Library.
- 10 The tree that was remove in front - replace with benches, tables, that are higher off the ground.
- 11 Great job. Always clean & friendly
- 12 none. Thanks
- 13 Keep up the good work.
- 14 We love the kids programs and the computer classes. Looking forward to more such programs. Thanks.
- 15 e books, journals can be read in the library. so facility should accomodate space for that
- 16 Some employees are more informed than other. Some are nicer than others.
- 17 keep it running!
- 18 see above commentary
- 19 Don't let kids run around playing tag or other running around games, otherwise, it's all good.
- 20 please open early morning!
- 21 THANK YOU!!!
- 22 We love our library!
- 23 make the dropodd round-about so cars don't have to go through the entire parking lot
- 24 keep up w/ the computer & tech classes made available through the library. How bout some classes on Apple products & software...
- 25 It's a great library
- 26 Apple for user learning labs.
- 27 Thank you
- 28 Computers are great. Thank you for providing them.
- 29 walk

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 30 have authors come to talk about their books, and how they became interested in writing.
- 31 as above #7
- 32 Keep up the good work
- 33 Appreciate Story Time for kids and also having tax preparers available at tax time.
- 34 Keep up the good work. Thanks
- 35 Again... open on Thursdays would be great. Thank you all
- 36 I think a lot of e-books & digital audio books are not being "returned" but just letting expire. Encourage "returning" to move them along the hold lists.
- 37 Stop government access to library records
- 38 More parking
- 39 Catalog search sometimes pretty bad. Search by Title, provide words by title, get totally irrelevant titles
- 40 When looking up books on your computer it's way more challenging then expected. Not user friendly.
- 41 more books on acid reflux in children
- 42 With automated checking, I would like receipts, like the Brookwood library, when I check items back in
- 43 I have had to pay way to much in fines. \$20 should be max fines not \$40
- 44 very satisfied
- 45 Love the new building. Beautiful location
- 46 doughnut/coffee shop should open 15 min earlier than library to optimize sales & cater to patrons. This library is FANTASTIC!
- 47 I think the library is a great place and have a good services.
- 48 Thank you for increasing Computer Terminal Time from 120 min. to 180 min. per day. Much better!
- 49 As a short person, with bad knees, I would appreciate shorter shelves, or at least a ladder - step stools are too high!
- 50 hard to look up books on the computer
- 51 More spots available for the Dog tales Program (and if possible on a Saturday)
- 52 I love coming to the library !!!
- 53 Good service and easy to find things within the building.
- 54 See above
- 55 Your displays in the glass cases just inside the doors are well done and interesting.
- 56 none
- 57 I love the library
- 58 I think you guys are doing awesome
- 59 The library has good books children like to read
- 60 You need more books
- 61 The library is in tip top shape!
- 62 I love the Books
- 63 Fix soft/wet spot on the trail by Hall - unsafe
- update and add Audio CD books with collections
- update monthly the Audio "Best Sellers"
- 64 Enjoy the extensive collection at Tigard Library
- 65 Appreciate mystery marking/tog/stamp/sticker on CD's indicating mystery. More mystery CD's.
- Read mostly mystery books on CD
- 66 None at this time.
- 67 It's great. Don't change a thing.
- 68 Thanks for being great!
- 69 Your staff needs to dress more professionally. Often they are too casual or shoddy looking.
- 70 I love having quiet study rooms available for me. I'm a working student mother and quiet study time & space is hard to come by.
- 71 Open on Thursday.
- 72 Keep doing what you're doing.
- 73 None.
- 74 Offer a home school checkout - 6 weeks at open on Thursday.
- 75 Love it!

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 76 Keep up the great work!
- 77 Everything is perfect!
- 78 Cup holders by computers.
- 79 Take more self published books.
- 80 Keep up the great work!
- 81 A covered bicycle parking?
- 82 reopen on Thursday!!
- 83 I need to check out your website...
- 84 More Toys
- 85 More contest for kids
- 86 More toys
- 87 More Book
- 88 live in clack county- put items on hold here that my library doesn't have and pick up. Never browse
- 89 Nice Job
- 90 Am very happy with Tigard Library
- 91 I think phones should be allowed downstairs
- 92 Maby extend the read to dogs/cats to higher grades. I would like to do it as well as some of my friends but were "too old"
- 93 KEEP IT UP!
- 94 Love this library and the parking lot is so much better!
- 95 keep up the good work
- 96 love our library
- 97 Reading is fun
- 98 great ex[erience every time
- 99 I'd like to see more Conservative periodicals in the library but realize this is hopeless
- 100 That Was Awesome
- 101 answer to # 4 was : almost 1/2 & 1/2.
- 102 Always great!
- 103 I really appreciate the dedication of the Library staff. Thank you
- 104 SPONSOR A LIBRARY GEOCACHE.
- 105 Amazing services offered to our Community
- 106 YOU ARE DOING A GREAT JOB! PARKING LOT LIGHTS SHOULD BE ON IN EARLY MORNING. I MAKE RETURNS @ 4:00 AM- IT SHOULD BE BETTER LIT.
- 107 I like the libary a lot
- 108 Thank you for providing a fun place for me & my 2-year old to play/learn
- 109 I like the mailed hardcopy of Book & Bits
- 110 more DVD audio book titles. why are you closed on Thursday?
- 111 Thank you for all of the kid-friendly musical events!
- 112 I continue to enjoy the ability to read & hold printed books. I have a Kindle, but I love books.
- 113 let open on Thursday.
- 114 Invaluable place for me to come & work.
- 115 Keep it free.
- 116 The book store of used books is priced way too high. Very rarely should a book be priced for more than two dollars. Think of the customer here.
- 117 Excellent library service.
- 118 Staff doing a great job.
- 119 wonderful library! Always clean and tidy. Staff always smiling and helpful.
- 120 None.
- 121 N/A
- 122 I am happy to be a part of the Tigard Library community.
- 123 The parking spaces are to narrow...oop low branches of trees are at eye poking level. Ouch! Other then that -great!
- 124 I walk here with my mom and sometimes me and mom take a bus, or my dad drives us here to. Keep up the hard work you guys are really nice people. We love this library allot you guys do a very very berry excellent JOB!
- 125 I love the library and have had my card since I was a kid.

2015 TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 126 Could use some senior parking other than handicap.
127 More checkout employees
128 We love the library; its our primary source of community events and activities since we don't have parks and rec dept. Love that we can put things on hold and pick up all at once.
129 Everyone is very helpful
130 Love the toddler time. Teacher Terry is excellent!
131 :D
132 Nope.
133 Thanks.
134 Love online renewal :)
135 (comment appended to #6's answer): _Here_
136 ?
137 Keep up the GREAT work

Thanks for all you do - Really appreciate

the extra programs u_u

- 138 Very good on interlibrary loan. Thanks
139 More books on transportation for toddlers
140 (comment appended to #9's answer): I have in the past
. The Tigard library was definitely a big step up than when it was over by city hall.
141 Keep up the good work.

Thank you!

- 142 (comment appended to #9's answer): Bus

I would come more often if you were open on Thursdays

- 143 Thank you!!
144 Keep up the good work.
145 It is the best place for my kid
146 Overall, excellent work.
147 (comment appended to #9's answer): but could! Maybe that could be an event in warmer weather w/ an incentive/party for people who walked.
There may be people who could do occasional volunteering if there were parties listed open to the public for non-regular volunteers.
148 Very pleased about present and evolving resources
149 N/A.
150 No. Notin
151 More books on photography :)
152 It is always _way_ too hot at the Beaverton and Main Hillsboro library. Otherwise, LOVE the library
153 Why are the lights on on Thursday when your closed?
154 More picture books on cd (wider selection)!
155 Love having library services available. People are very friendly and helpful. I appreciate the family events/activities - they help build community and give experiences to our children
156 Purchase more books by foreign authors
157 Keep the good work!
158 Love it!
159 we love it here!
160 Great facility!
161 Very friendly! Great place to get work done. Helpful workers!
162 You should all be proud of your organization. It is all a library should be and more.
163 Hope you open 7 days a week
164 great Job! Thank you for your great toddler programs!
165 Books in childrens area are not to find. Maybe guide on how to find. Maybe guide on how are they organized, or special bookcase with books in big demands (sofa , Doc. Meshiff, Doris, etc..)

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TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

166 1. Weekly films

2. Closed circuit of operas and other LIVE events

3. Computer class on WORDS,EXCEL

167 this library are doing excellent job and excellent

168 thank you for policy to check out DVD for 3 weeks-patron friendly service!

169 Everything's great!

170 None at the moment, keep up the great work!:)

171 Better explanation of how to use or get downloadable E and audiobooks

172 Hang in there! Great programs offered!!

173 love the kids's section. Best around my kids love coming here

174 love your book sales Buy the coffee!

175 It's all excellent!

176 E the best in all catigroies

177 If possible open on thurs

178 All good!

179 Open on thurs

180 Coffee in foyer stinks up library; O'Mara & Hall dangerous crossing; Staff crosses every day; (parking at church). Someone is going to get hurt, maybe me? I cross because being disabled I hate to go any farther than necessary; If DVD is popular and patrons get on list of 25 plus, buy another copy. Took two months to get one DVD on hold at 54. Poor parking. Not enough disabled parking. Electric pump station should be out back. Nice professional staff. Sometimes over-worked for the wages they get, causing understandable irritation on max capacity days, but they still come through making them the best staff of librarians in Oregon. they should be paid accordingly, by state grant; No excuse for city Council to not be able to relocate funds to cover Thurs openings; do not like seeing pron on computers by patrons, its not professional practice to consider pron as a form of freedom of speech. If homeless needs to rest, they can read or get out. Couches in quiet area stink after they sit long time.

181 Thank you

182 Everyone is friendly and helpful

183 Bike; Dump most R rated movies and the Willamette Weekly paper :The Potlander" or Just Vote. Democrat, JFK & LBJ killed 4 friends Vietnam; here Dick...540,000 guys in country.

184 Love the selection of newer DVD titles.

185 The parking lot is bad. Usually in order to find a spot, I have to drive through the narrow an dangerous (little kid, cars backing up etc.) Main drag to the middle area. Seems it could somehow be reconfigured.

186 Keep up the good work

187 Why are the books drops in front of the library during the day? Afraid someone will return book? Looks dumb!

188 Jamie is great

189 Light at the O'mara street.

190 I love this library and I hope it stays here forever.

191 Better ability to identify large prints when ordering on line. (Seems to disappear between reservations, even same time).

192 Love it

193 Walked once in two years; Continue with excellent service but limit some books to only one or two copies on shelf to prevent over crowding maybe create a duplicate book shelf near either over-sized or in a back room?

194 Keep it open love it here.

195 Keep up the good work!

196 It would be great if you carried television series shows on DVD (e.g. Doc martin, House of Cards, Grimm, Portlandia, etc...)

197 We always thank all the support, services Tigard Library does.

198 maybe adding more couches.

199 Smilie face...

200 Have more writing workshops and allow unknown writers to present work (open mic discussions).

201 How do we request books to be purchased?

202 Metal lathe and metal machining books please.

203 Used to walk.

2015 TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 204 Love "theme glass Boxes" @ entrance - book suggestions
- 205 Are you doing the food for fines again this years?
- 206 Appreciate the location and services.
- 207 Nice library enjoy coming. Like the books for sale in lobby.
- 208 Love the music & other programs
- 209 Seems like the library parking is used as a park-n-ride which make it very difficult for library patrons to find parking some days. That's a frustration. Over due notice seems to come several days after the actual overdue date. Seems like it should come as soon as item is overdue.
- 210 I just really love it, great job!
- 211 More adult classes for sure. Like the linoleum print class you had, that was perfect.
- 212 My family, my friends and I love our Tigard library.
- 213 Thurs opening
- 214 You're doing good. whoever owns the library.
- 215 Thanks
- 216 Using the WEB site - Sometimes is hard to find what I need. (Auto repairs) etc. since I only use the information about one a year. but it is quite useful one I am able to gain access. Thank you.
- 217 Better soundproofing between study rooms 2 & 3.
- 218 Are Library employees truly valued: Here's my question: Do Library employees get paid reasonably? Because if not it doesn't really matter that library customers are treated well. It matter more that good employees attitudes are also sustained by good wages that ensures there is longevity with both expectations from employees and their compensation.
- 219 Thank you for internet access! None at home.
- 220 None, you guys do a great job.
- 221 (for #4 above, checked both print and e books)
- 222 Would be nice to have a small commemoration for the tree somewhere in the library. (Tree that came down last year - age - memories of various people of the tree, etc.)
- 223 Stay open on Thursdays
- 224 Would like library open on Thursday.
- 225 Tremendous operation with something for everyone. Attractive bldg, caring staff, great collection - a very happy spot that I cherish!
- 226 Keep up the great work!
- 227 I very much enjoy coming to the library
- 228 Keep up the good work. Open Thursdays!
- 229 Open Thursdays also please.
- 230 Love Sesame Donuts
- 231 Improve parking for patrons
- 232 Tigard Library is the nicest library. And has great library materials to check out. Thank you.
- 233 Please paint arrows on street in parking lot to show that it's ok to drive to the exit from the drop-off boxes. I've been honked at twice.
- 234 Good job all around
- 235 More books on CD
- 236 Keep it up!
- 237 Excellent, efficient staff and amenities
- 238 Better display of new books
- 239 More book about music & art & neuroscience
- 240 Nice library
- 241 Keep up the good work
- 242 Happy there are plenty PCs to use and holding & calling on library books my parents have wanted over the years
- 243 increase the collection, especially new books.
- 244 (For #4, wanted to check both print and e-books.)
- 245 I LOVE THE LIBRARY.
- 246 Open at 9:00 am (in Sherwood)
- 247 Books requested/transferred from other libraries take a few days to get checked into the Tigard system, could be a bit quicker.
- 248 Answer to #4 above - books on CD

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 249 Thanks for all your work.
- 250 Open on Thursdays!
- 251 You're doing great.
- 252 Just open on Thursday
- 253 Open Thurs. am (chose 8am plus)
- 254 The service I am getting here is very interesting so it could be continue with this or keep it up.
- 255 Keep up the great work!
- 256 Appreciate the helpfulness of the staff and the study/meeting rooms.
- 257 Keep on doing what you're doing Thankx
- 258 Keep up the good work
- 259 Thanks!
- 260 I love this library
- 261 Love it! favorite Washington County Lib.
- 262 I'm 80!
- 263 Qualified since the resources are not as good as other libraries which is surprising. The staff is excellent but it seems it's mostly necessary to acquire the materials I'm interested in needs to be acquired from other branches.
- 264 Need cross walk immediately across from library
- 265 The library is excelent, but I like the library have more programs in spanish children's at the future.
- 266 Keep up the good work. Would really like to have the library open on THURSDAY!
- 267 Please do not lose actual hand held books as replaced with e-books/technology. They are such a treasure. What will we read when technology fails.
- 268 I love the fogs & the setting. How about something outside as well as in
- 269 New to Oregon & Tigard. Sad to see on my first visit to get a library card I could not use the wifi until I had an acct but a beautiful library & space. I will return many times.
- 270 My dog likes to walk here
- 271 Keep up the good work
- 272 n/a
- 273 Can you raise the shelves or have portable chairs in the aisles because the bottom shelf is too low for us older patrons.
- 274
1. Put a sign at the end of the row where "Hold Books" are to let people know this is where their books on hold area.
 2. Quit putting "Hold books on bottom shelf if at all possible. I do not like to see people on their hands/knees to get their books.
 3. Your young adults music CD area needs more room.
 4. Put label on new mystery and new science fiction shelves
 5. Dust area where music CDs are/at. Vacuum?
- 275 Keep doing what you are doing - thanks.
- 276 14 digit account # is ridiculous! Having to enter it on the computer is a pain. How many digits are really needed? SS does all the US in 9 digits!
- 277 Nothing! It is a great library.
- 278 Open Thursday please
- 279 No comments
- 280 You guys are great
- 281 I really appreciate all the puzzles, puppets and activities for the little ones in the childrens section, it makes for a great rainy day destination.
- 282 Very happy with the library
- 283 I have tried to check out e-books but have had no luck using your system. Is there some way to make if more "user/reader" friendly? It's very frustrating.
- 284 Keep up the excellent service!
- 285 More "Where's Waldo" books - Alex, 7 yrs
- 286 Well keep up the good work! and get more new books!

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 287 Thank you! Cheers!
- 288 Keep up the good work.
- 289 Fantastic
- 290 Clamp down more on cellphones
- 291 We love the TPL!
- 292 I love the library.
- 293 Many thanks for all that you do for the community!
- 294 I love how late the library stays open and the ability to pay fines on the self check out machines.
- 295 Area wide libraries are very far to the left politically. Its quite obvious. How about more diversity with those Tax dollars!
- 296 Awesome personel. Keep them!
- 297 Keep up the good work!
- 298 Children's room staff are great at creating choice memories for the children and their parents/family.
- 299 Would like to see you open again on Thursdays
- 300 I have a home computer but recently it needed to be repaired. And I needed to print out some papers so I came to library. BUT someone was forcing me to get a library card, when I asked for a permit. I don't need a card but I do need less people down my throat.
- 301 The guest passes, a guy was trying to have my friend sign and make a card, when she didnt want one, he could have been nicer and let it pass!
- 302 Too many facebook posts
- 303 I miss the big tree please plant a new one.
- 304 Cover your drive-up book drop.
- 305 I use the library mostly as a nice open environment to work, research, and read.
- 306 Arrange DVD's (movies) by category

Public Phone

- 307 Thank you for always providing such a nice library to visit.
- 308 I used to walk, but moved
- 309 Limit magazines to 2 weeks with no renewals. There never seems to be any available to checkout.
- 310 Better electrical outlets for PCs upstairs
- 311 Thank you for being here
- 312 None
- 313 Please purchase the books requested, especially if they are not available at other libraries nearby.
- 314 like ability to do so many things on-line/via email (check out receipts,reminders)
- 315 Everyone is always very friendly
- 316 doing good!
- 317 Like the nice and friendly staff, clean and well layout building
- 318 Keep up the good work
- 319 Thank you for your service.
- 320 Thank you!
- 321 Keep up the great work.
- 322 Community events are good too.
- 323 Good job!
- 324 Thank you!
- 325 Overall the staff is courteous, but sometimes lack sensitivity to younger guests! Please be kind to the pre-teens, as they are embracing independence.
- 326 I hope a new tree is planted in the front. Thurs.
- 327 Thurs.
- 328 One of the best I've seen.
- 329 No comment
- 330 Services seem focused on young children and elderly, not much for students in the way of activities or assistance. As a result, we rarely use a benefit from the library.
- 331 More ebook availability
- 332 None
- 333 I really love this library because of the great books, staff, and program .
- 334 Keep up the good work

2015
TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 335 paper back pictures books
- 336 Keep up the great work
- 337 Love that we can check out DVDs Did not know that until approx year ago, sisters in law told me.
- 338 thanks for all the effort
- 339 Please put the armchairs back on the second floor in the space over the stairs and in back of the computers
- 340 Great job, Keep up the great work.
- 341 none
- 342 Get the book, 'Sound' (?) by James Patterson on ebooks.
- 343 Front desk very nice
- 344 We love the Tigard Library
- 345 this library is doing so good, I love it.
- 346 start checking items in rather than charging fees we don't owe. 4 times charged for books returned is dishonest - thank you.
- 347 This is the only library I go to
- 348 I like library.
- 349 Love Library!
- 350 Occasional fine amnesty.
- 351 More seating in the foyer.
- 352 food service
- 353 More art drawing, painting, More update Chinese books
- 354 Thank you. PS. Mimi very hospitable and kind.
- 355 As noted above, less talking in the quiet room thanks
- 356 Love story times and the puzzler in the kid section
- 357 Your WCCLS doing a fantastic job.
- 358 I would like to hear less loud voices, patrons and staff included. Whisper should be mandatory! It is, after all a Library. Thank you.
- 359 It would be nice to get an email acknowledgement of a purchase request set by email. It should be easier to search for only non-fiction items.
- 360 Thank you for allowing requesting input.
- 361 I like reading in French and love the series "Charlie Bone": I was able to get the first book through ill but not the rest of the series. I would very much like to continue reading that series.
- 362 Good Library.
- 363 Move smoking pole from the middle of all roads, stop poisoning kids and other non-smokers do not promote or advertise Bad example for younger generation.
- 364 Doing a fabulous job! We love Tigard Library.
- 365 Walk on nice day. Thank you!
- 366 Please stop placing bar code sticker over important information on the front of names and books. Please remove all computer terminals form library.
- 367 Open thurs and make meeting room available to public.
- 368 In btw Excellent and good. More Java and C
- 369 Please, please Add more books on java programming language.
- 370 The Library is beautiful and in the beautiful setting. It is better organized than the Beaverton city library. Although I live in Beaverton I use the Tigard Library more frequently.
- 371 I'm a nightowl 9pm closing is good later would be better
- 372 We love our Tigard library. The employees are absolutely wonderful! Thank you
- 373 Thursdays open
- 374 Lower fines for overdue items or auto renewal
- 375 None at this time.
- 376 We love it! Keep it up!
- 377 I love this library! I love doing hw here, I hope the Tigard public library stays open forever.
- 378 I can't think of any
- 379 Its fine, and if have chess classes as well.
- 380 none. You're doing great to my knowledge! :)
- 381 TPL Rocks!!
- 382 nope
- 383 Good

2015 TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 384 add more comics
385 Pay for service to clean CD's/DVD's
386 Libraries should be quiet. Even some staff talk loudly. Only twice has staff requested someone to hold down noise.
387 None Keep up the good work :)
388 Keep it going gang! :)
389 no
390 none
391 Great job. Thank you.
392 I am happy with all the services
393 N/A
394 No you are doing AMAZING!
395 You are all amazing and I appreciate your hard work! :)
396 Plan to read more e-books
397 This is my all-time favorite library. Keep up the good work.
398 no
399 Can you expand? (maybe up?)
400 You guys are great, keep up the good work!
401 Would love to see you open Thursdays again.
402 Love the library! So thankful to have it nearby.
403 Open Thursday!
404 More options for music CDs (especially rap music).
405 None at this time
406 1. like to see official GRE/GMAT guides

2. Continue offering introductory computer classes
407 You are doing good
408 Thank you so much for your work!
409 Yes
410 Open on Thurs - I drive here forgetting the Library is closed - I miss that day -
411 None
412 Get a swimming pool!
413 One of the best Library system I've ever lived around
414 Thank you for your excellent service
415 Thank you for all your services.
416 Keep up the good work! This is my favorite place in Tigard.
417 Thank you
418 Some DVD's don't work, good to check them and make sure they work
419 Yay books! Keep all regular non-ebooks.
420 I love the fact that you can look out the window & see blue herons.
421 Video game checkout at Tgard Library, on phone call notices mention item specifically, more TV shows DVD's at Tigard
422 We love the library!
423 thanks - I like coming here
424 I see that there are over 100 people on the waiting list for Game of Thrones, seems like the demand for popular items like this would encourage the library to get more copies
425 We would LOVE the Library to be open on Thursdays!!
426 Want to be able to come on Thursdays.
427 Continue your great job!
428 none
429 Very excellent
430 keep it up
431 none, Love the library
432 I think the library should be open on Thursdays so we can come with daddy.
433 My family and I love Tigard Public Library and its staff,

2015 TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 434 Please, please open the library on Thursday afternoons because I teach my home students here (from Tigard Tualatin Schools)
- 435 Thanks for everything!
- 436 Thank you
- 437 Continue your friendliness to all ages!
- 438 I love this library + the park behind it
- 439 thanks for the work!
- 440 Keep up the good work. Note: I appreciate being able to get current movies - your selection online and on the racks is excellent.
- 441 I do not like the newer search system on the web site. The entire site is NOT as user friendly as the old one.
- 442 Great.
- 443 Plan to ride and walk. See #7.
- 444 Would love to see you open on Thursdays!
- 445 I learned Beaverton Library has video-games. I wonder if that would be a good idea for Tigard?
- 446 We have done crafts when we stumble upon it. More of that craft time would be fun.
- 447 Only extreme gratitude.
- 448 Its been a while but a few times my account showed lost items when they were actually returned and that was very frustrating. Later it was solved but it took much of my effort, time and even proving that i had returned the items. It was exhausting.
- 449 great job
- 450 Never had a bad experience here.
- 451 more books
- 452 No
- 453 Great
- 454 N/A
- 455 We love the library!
- 456 None
- 457 Very good selection of books etc
- 458 More crafting and musical play experiences.
- 459 Do away with password requirements on self service.
- 460 Need to be open on Thursdays! Excellent service, very cordial and very helpful in all areas. Thank you.
- 461 See # 7
- 462 Please be open on Thurs again. it is one of the best free things in the world, knowledge is power!
- 463 Wonderful library!! Wish you were also open on Thurs! Love the passport to adventure, so awesome.
- 464 Great job guys
- 465 The B site search engine is poor. Close on Tues or Wed, not Thurs. checkout desk people could be clearer, more accurate. thanks.
- 466 Librarians should educate kids and their parents to keep their voices down at the Library, especially at the children's book area.
- 467 Keep up the good work
- 468 Tone down the air conditioning, it was getting a little cold.
- 469 Please accommodate my boyfriend if his disability bothers anyone.
- 470 having tax being done here is great (6 years)
- 471 I have a disability. Please don't kick me out if I'm to rowdy or loud, please give me a reminder to calm down.
- 472 Everyone is friendly and knowledgeable. It makes the experience memorable. Thank you.
- 473 Looks great so far
- 474 Close Monday - not Thursday!
- 475 Great!
- 476 Cross walk at O'Mara street adjacent church. People crossing to Library will sooner or later get killed. And many staffer cross here! The traffic is very congested at times and does not consider residents walking to Library, forcing us to walk to cross walks at other side of Fanno Creek and parking lot. The backyard should be sectioned off for a veteran/police/fire/city council etc. memorial. Boy Scouts could help do much of it, with professionals doing concrete work and stone etchings. Commission professional artists/students (take bids) to create a stature representing fallen soldiers. We can emulate Beaverton's monument on Hall Boulevard, (only better) and put our sign adjacent Hall Blvd. We have well over 100 fallen warriors that should be represented on our own Memorial wall.

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TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 477 I wish the parking lot was bigger, canselend parking for ways.
478 ebook service is difficult to use. I'd use it more if it was easier!
479 None
480 None
481 Weather permitting I walk.
482 Open on Thursdays again
483 You are doing a wonderful job.
484 I am 70 years old;Lived 10 states; Best Library I have seen; Great selection-Great staff.
485 I like to rent CD movies. I average 7 movies and 2 out of 7 are bad. Just a suggestion that they check for scratches.
Thanks.
486 Just good
487 None
488 I would recommend not letting people stand outside and smoke on library property because there are young children constantly going in and out.
489 Newer Distopian books.
490 More computers available for ust.
491 It would be nice to have library open every day, including Thursdays.
492 Thank you for all you do!
493 I also really like charging my electric car here.
494 Ridiculous to type a PASSWORD to self check as people are waching yew!
495 Love using online request & sending to library at our choice.
496 More audio books.
497 The parking lot is not well laid out. I wish people could pull over for drop-off/pick-up without blocking the road. Also, the stepping stones are hard to walk on. Paved path would be better.
498 None.
499 On question 3, patron marked both good and just okay for the Reference Desk library service. Also, noted a few times I tried to inquire about items the library did not have, but Reference Desk would not help.
500 I like to pick up the free newspapers you carry. Willamette Week, Tribune, Mercury.
501 Door (entry) too difficult to open.
502 But love the path from Hall to the library. Can't wait to see that continue.
503 Thank you! I love the library.
504 The research people are excellent PLUS!!
505 Is really clean and everyone to work here is very friendly and polite.
506 I really like this library and I go here a lot.
507 None currently.
508 Maybe you can help people use the e-books if possible. People may be having some difficulty with that.
509 Like reptile man.
510 The children's desk is nice and they find what you need too.
511 More books with different stories kids can read.
512 I love the library. I like the evening hours. Keep up the good work.
513 I wish Thursday was open.

Next to Question 9, patron wrote "Almost exclusively"

- 514 Please open Thursdays!
515 try and get new movies or cd's in, in case people like that or never seen it/heard it.
516 Love this library - You are doing a great job. Thank you!
517 See above.

Next to question 6, patron wrote "I work nearby"

- 518 Need auto repair books at Tigard Library.
519 Keep cafe
520 Open on Thursdays!
521 We love our Tigard Library!
522 Thanks for the time to spend my days at the library.
523 Open on at least part of all days ie late open on Thurs and make up for those hours by closing earlier on Fridays, for example.

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TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 524 I live in L.O. but like this library more.
525 Keep up the great work!
526 Great library. Love coming here.
527 Patron wrote next to Question 4: "Both - would read more ebooks if you had the ones I wanted faster."
528 We love all of the library story times. The children's librarians are wonderful. We just LOVE Holly!
529 Keep it up!
530 Tigard Library is a Great Library. Keep up the good work!
531 Reopen the Library open 7 days/week.
532 I'd sure like to see you open on Thursdays again but I know that's not your fault. It's the fault of our voters.
533 Doing well Keep it up
534 Reopen on Thursdays.
535 The library seems in good order
536 Open on Thursdays!
537 How to draw a penguin A "How to draw Penguins" class.
538 We LOVE Janet!!
- Patron put 5 "+" signs next to children's room desk in Question 3.
- 539 Always support library, but don't know enough now that children are in their 30's!
540 Appreciate the good service - esp. the ability to use internet for requests -
Patron wrote "seldom" next to children's room desk selection in questions 3.
541 Still need more parking!
And still need to be open on Thursdays
542 To Question 4, patron added an extra box and checked it: "CD's X"
543 Question 1, wrote: "10" over answer.
544 New Release more prominently displayed.
545 Give the employees a great big raise and the janitors
; Summer Programs for the children; Don't be discouraged/better days are coming; I like nonfiction best/and my teachers
546 This library is very pretty.
547 more current in hold section
548 answer to #4 was 50/50. I especially like the art the library has! It's a beautiful, inviting place. Full of opportunities
- 549 Excellent staff and friendly
550 value the library would come more often if I could
551 keep up the great work!
552 A wider selection of foreign language novels (mainly in French) would be nice since they are hard to find
553 Be open on Thursdays, even if is a reduced number of hours
554 wonderful place!
555 open earlier than 1000 am
556 Great library- rivals the best!
557 Thank you
558 get the Oracle
559 don't change a thing- Awesome as is !
560 I love the library! Thank you for all your hard work.
561 More than 4 renewals would be nice. Maybe 5 or 6
562 Thanks again for bringing back the wonder & joys found in books
563 would like you to be open on Thursdays. even 1/2 day would be great.
564 keep up the great work!
565 Thursdays!
566 thank you
567 wonderful library. Thanks
568 not really I love it!
569 answer to #6 was I live around the corner. Keep up the good work
570 more titles available for Kindle. longer checkout time for e readers. Thursday hours
571 If funding improves, please open on Thursdays.
572 Keep it up!! You guys are wonderful!

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TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 573 Arrange new DVDs in 1 shelf would avoid people standing behind the patron in front. this is a popular place & its hard to see all the DVDs.
- 574 Welcome service animal more. Some staff seems unfriendly to diverse service animals. Widen book selection.
- 575 answer to #4 was books on CD. REDUCE # of item a person can check out at a time- no hoarding! give others a chance
- 576 continue your professional service which I appreciate
- 577 As I've done on every survey- PLEASE have someone with a better grasp of music improve your CD collection. Tualatin, Forest Grove, and Hillsboro are FAR SUPERIOR! The "new Releade" section is a jJOKE!!!
- 578 Excellent service and excellent library hours.
- 579 nope
- 580 This library is awesome!!!
- 581 All the time All the way Always! keep up the Great Job!
- 582 More regular reading support events for kids sturggling w/literacy would be excellant! Also, Beaverton City Library marks the Early Readers that would be helpful here.
- 583 None
- 584 None.
- 585 Keep up the good work
- 586 Interpretative areas along the creek and at the ponds just off the the trail. The woods along the creek also provide glorious opportunity for young people to learn about the world of nature. I love walking here w/my dog, but then I do not have a place to put him while I use the library. I wish there was a designated, safe place to leave my dog for 15 minutes or so.
- 587 I think you are doing great!
- 588 Everything I have experienced here is awesome! I'm from CA and libraries there can't compare to Tigard! :)
- 589 I love self checkout.
- 590 free food?
- 591 Love the computers for the kids! Thank you!!! :)
- 592 Open earlier:) 9am would be great!
- 594 Be open on Thursdays
- 595 Please let us use more than 3 hours of computer time when there are LOTS of computers available.
- 596 Best seller CDs should be lent more than 14 days. The longer the book is, the longer the lease should allow.
- 597 Keep up the good work. Thank you.
- 598 I would like to see new books in the audio section faster. I am always having to wait a month or more for the New York Times best sellers.
- 599 We love the library! I have 4 kids ages 3-10 and they all love books!
- 600 Thank you!
- 601 Upstairs in library - too cold in winter-and too hot in summer. I had to leave early recently due to cold temps. This is the 21st century. Cannot this be rectified? My tax dollars are not well spent in the area. Puhleeze correct!!!
- 602 I have homeschoolers that would love to help with shelving.
- 603 Really good service and book collection.
- 604 Very helpful to have computers. Somethimes I can't complete homework otherwise.
- 605 Thanks for having us volunteer.
- 606 We love the library!
- 607 Keep up the good work. Love the Kindle checkout
- 608 Money well spent on this building
- 609 Keep up your good service
- 610 Cell phone clarify in the computer area. Greater enforcement!
- 611 Thanks so much for helping my "reading life"
- 612 Thank you
- 613 First time visiting, we usually go to the Beaverton Library
- 614 Great job, the library is a great place to be
- 615 I live in NE Portland but the staff is excellent and I like the color copies of my printing
- 616 I like Tigard since you have a coffee shop
- 617 Electronic check out doesn't always work and I'd prefer to be able to have greater user friendly use on-line

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- 618 I was happy to see, in the graphic novels section, there was not grossly or even remotely close to having inappropriate material. Thank you!!
- 619 I wish you would continue to have printed copies of *Cityscape* available for those of us who don't have email. I know this is a city issue.
- 620 Great study spot
- 621 Great library, lots of media choices
- 622 The overall friendliness of the staff and willingness to help! Thanks you!
- 623 Wonderful!
- 624 A favorite library in WCCLS
- 625 Thank you to great volunteers that help us!!
- 626 Keep up the good work. Best library in all of PDX area
- 627 Keep being awesome
- 628 I'm amazed at how great the Washington County library service and space of each facility is. I am impressed!
- 629 Footstools to go with the comfy chairs
- 630 Would really like this site, very convenient
- 631 A favorite library in WCCLS
- 632 You have a wonderful library here. Best I've seen in metro public
- 633 We love this library!!
- 634 Keep up excellent job you're doing
- 635 Don't bike or walk yet.
- 636 Keep up the good work
- 637 Continue to provide your services
- 638 Don't know how to reserve a book -do you have a card on how to? Get them to open up the library on Thursdays
- 639 No comments
- 640 Keep up the good work
- 641 No.
- 642 I miss Thursdays!
- 643 None
- 644 Keep up the great service and selection
- 645 I have always enjoyed my visits
- 646 Everything is great.
- 647 Great Job . Holly is extra friendly and helpful when it comes to story time and helping me with kid things.
- 648 High definition DVDs
- 649 No microchip implants please
- 650 No
- 651 It would be nice to have the inventory of older books change more often. It seems that your older book selection stays the same.
- 652 Please get more Grace Lin books
- 653 The library is great.
- 654 None
- 655 Keep up the great work
- 656 The library has excellent people. I like Tigard library.
- 657 Thanks for everything!
- 658 Buy more blue ray movies.
- 659 Please note #7
- 660 Doing great!
- 661 Love you guys! Thanks for everything!
- 662 I just don't like it when I get books on CD that are "damaged" - wish there was a way to report issues easier. Otherwise, thanks for being here for us!
- 663 N/A
- 664 Stay AWESOME!
- 665 Thanks for always having a clean and safe place to bring my toddler and friendly staff and volunteers.
- 666 Enjoyed my 2 experience so far.
- 667 Great library!!

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- 668 Online reservation for storytimes 24-48 hours in advance of storytime - to reserve spot.
- 669 None - works fine for me.
- 670 Open on Thursdays.
- 671 Continue children's programs and activities, they are great!
- 672 Stay open and NEVER close.
- 673 Thank you!!
- 674 Keep it going.
- 675 I love this library.
- 676 To friends of the library: Books on sale are priced too high; especially the discarded library books. Stamps and call #'s reduce the value greatly.
- 677 Keep up the good to everyone. You guys very, very excellent and the best.
- 678 Don't see why people need to check out DVD's for 3 weeks. Might serve clients better to limit to 1 week or less.
- 679 Tend to not have the books I am looking for at the library.
- 680 Question #6 When I visit.
- 681 Keep up the good
- 682 Thank you!
- 683 Love it! So lucky to have as a resource love computer access !
- 684 Less room upstairs + more books put in!
- 685 More activities for kids-(older kids)
- 686 Great selection of DVD's
- 687 Open on Thursdays if you get \$
- 688 How about opening on Thursday?
- 689 Love seeing activities where older kids work the craft tables.
Wondering why so many out of county people come to our regular story times and how do they get here so quickly.
- 690 Last Saturday I went to the library to pick up two books. I spent 15 minutes circling the library looking for a parking place. I finally just had to leave. Never got my books. Please put money into providing more parking spaces. I can't park by the church and walk to the library. Thank you.
- 691 I JOINED THE FRIENDS OF THE TIGARD LIBRARY SEVERAL YEARS AGO. IT WOULD BE NICE TO HEAR FROM THOSE FOLKS ONCE IN A WHILE.
- 692 Keep up the good work.
- 693 Work with city to have sidewalk completed from Durham to library so neighborhoods can connect easily.

Benches is fenced patio space or increase patio space.

It's a bit annoying when I lose out to story time knowing that there are quite a few Lake Oswego residents that get there as the door opens.

- 694 Thanks for providing such a wonderful service to the Tigard Community - keep up the good work!
- 695 More art and craft books!
- 696 I'd love to see the Thursday hours reinstated and have the morning hours on other weekdays start earlier.
- 697 I actually use the Washington county library system weekly, but mostly at the Hillsboro Main library as it is next to work. So I find it easier to have requested materials sent to Hillsboro instead of Tigard.
- 698 Parking lot gets full during events.. I heard once that the church parking lot across Hall blvd can be used as overflow parking. If this is true it would be nice if signs were posted to let people know. Some churches will have cars towed from their lots so I would be leery to park there without some assurance.

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699 A. Please see comments answering questions 5 & 7.

B. I suggest the Tigard Public Library Foundation improve the ease of making donations ☹️. In the crowded world of non-profits it is of vital importance to facilitate monetary donations from patrons and potential patrons. From years of experience I assure the Library must market itself, in broadest sense, or fade into insignificance. The Library Foundation's site-tab of Estate Planning is a step in the right direction. However, to me it has no hook to it, even being in my '70s. 📧

700 Holly is always such a big help and she is so great with the children. My kids love her. Keep up the outstanding work. Thanks to all of you.

701 Please continue adding more puppets to the already wonderful selection.

702 We would walk to the library if there were continuous sidewalks down Hall Blvd. (from Durham Rd. to the library). There are a couple places where the sidewalks stop, so we don't feel comfortable pushing the stroller down the side of the busy street without sidewalks. I know the library can't do anything about this, but just my two cents :) Tigard Library is a wonderful library and we visit very often!

703 My family and I love going to the Tigard Library. We love the staff and selection of books and activities. It's yet another thing that makes us proud to call Tigard home.

704 I love the Tigard library. I live right next to the Garden Home library but often had terrible service (namely, rude employees and I have lots of fines for books that were turned in on time). I work near Tigard and my husband and I love this library. It's obviously bigger than Garden Home so it has that great feel of being able to walk around for hours and look at books. The service is always so great and everyone is so nice and polite. I like being able to grab my books from the back wall and scoot out of there in a hurry. This is our favorite library!

Library aside, I do wish it was easier to get ebooks but they are in high supply that it's much easier to get the hard copy instead of wait for digital. Not that I mind it so much, but I tend to not even check for ebooks after seeing the long waits for so many of them.

705 you guys do an amazing job and keep the very important tool of a library alive in this digital age.

Thank you for providing my children the usefulness and memories of the library

706 I have been a user of our library since the early 80's and I am so thankful we have a nice library. I especially love the DVD's available.

707 Make WCCLS search more user friendly. Things have to be spelled exactly right - no help is given. Also, please explain more about using downloaded books - what is the cloud? I notice these changes but don't seem to be told about them first.

708 Please offer a quiet place to take a test, or noise cancelling headphones that can be checked out for in-use only.

Also, I did not get this far on the test taking at Tigard, but Beaverton had a one-revision old JavaScript and the test taking company (Prove-it/Kenexa) required an update before the test could be administered.

709 Please be sure to tell patrons checking out reserved DVD if the due dates are different. I had late fees when I checked out several DVD's at the same time and didn't know they had different due dates.

710 I just wish I could get myself and grandkids there more often for the interesting programs I see announced in the pamphlets

711 I would like to see some kind of two-way traffic line on the corner where you turn in to the parking lot closest to the library. it makes no sense to make someone who is only dropping off books in the drive-through book drop to have to weave his way all through the parking lot to exit again. This can lead to accidents by having someone back into them as they only want to exit, not park. Perhaps lines painted on that corner would show people where they should drive to enter and exit the lot safely after dropping off books in the drop box.

712 Keep up the good work

713 Purchase more of the suggested items that library patrons request.

714 We love the staff, the resources available, programs and interlibrary loans. Keep up the good work! We wish there was money to have the library open on Thursdays.

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- 715 More activities for teens in high school that are not dance related - please. Thank you.
- 716 Movie, book, and movie/book activities for homeschool groups would be great during late morning hours or early afternoon hours. Great learning opportunities for homeschool groups would be visits and learning activities from those within our community.
- 717 In the library (I am focusing more on the 2nd floor), the staffs need to re-enforced the need to be silent. I understand if the kids make noises in the first floor in the kids section, but to have adults bring chatty kids to the second floor who constantly talk and the parents not doing anything about it, it is disrespectful to others. Or others who uses cell phone or have a group discussion in the open desks by the windows (they should use the closed room for group discussions). I think it is better to have staffs to remind those people rather than having general public to speak up as to avoid any hard feeling, and also the staffs have the authority to enforce the rule. Please re-enforce the rule to make sure the library is quiet, people come to the library with the expectation to find a quiet and peaceful place to study or read.
- 718 Please do not allow cell phone conversations in the library.
- 719 Making the conference room available for the public would be amazing. My husband sometimes has meetings and always has a hard time looking for a room to rent. We both love the library and if that room were to become available, it would make our library experience that much more useful.
- 720 Keep up the great work.
- 721 Thank you for having the genre (Mystery, etc.) stickers on the books on CD.

The Murray Hill branch does not so it makes it very difficult to find what I want.

- 722 Would like to have media holds on the same shelf as the book holds. Also, a little more space between shelves in the DVD area would be nice so that it would be more comfortable for multiple people to browse.
- 723 none at this time
- 724 Donuts are fun....but my kids go crazy if I don't get them a donut before we enter.
- 725 Open on Thursday Library card #s are to long to remember
- 726 The decibel level continues to be high. Libraries are thought to be quiet places to read or work. Some still are. This branch needs to improve on this. Otherwise a visit to the local library is a pleasant experience.
- 727 I used to regularly check out audio & ebooks but I could never figure out the new program, so haven't been able to utilize this wonderful service. Library services have changed so much in the last 25 years, it amazing to me how you are able to do it all on the budgets you're allocated or how in the world you are able to employ such pleasant personnel.
- 728 Some books (ex. juvenile fiction, medical books, cookbooks, graphic novels) are very cramped on the shelves; please rearrange some things so there is more room for everything (if it's possible). Otherwise, everyone is very sweet and friendly, and the library is doing a great job :)
- 729 None at this time.
- 730 Trying to use Suggest a Purchase, but it's not working. Have not had luck in finding a solution (email/phone).

Why are two websites necessary? One for WCCLS and one for Tigard? Seems superfluous. And it's confusing that I can't find ALL the info I need on either site.

- 731 Not sure if your staff are volunteer or not, but several of the women- older are RUDE and short at times. Most are friendly, but some act like it's a bother to answer a question and stating I don't know is NOT an answer.
- 732 More computer workshops keeping up to date with technology and internet searching (Google Chrome, Photo Shop, etc.) Would even pay a fee to attend. Also, since classes fill up quickly would like to see online registration.

Tigard Library is the best!!

- 733 The quality of this library is the primary reason my family felt comfortable moving to Tigard 8 years ago. Keep up the great work!

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734 Please keep building your DVD, audiobooks, and books in general collections. And don't do away with older books- both fiction and non-fiction because sometimes older is better. I would also recommend continuing to expand your e-book availability.

I think continuing to offer new community classes would be great. I tried to sign up for one, but it was filled up and it was never offered again, which was disappointing. So, if they fill up and have a wait list, then do try to offer them again.

735 Keep up the fun evening type programs for kids (comedy shows, reptile man, music, etc.)

736 Keep the library as excellent as it is now!!!THANKS>

737 It seems there are a lot fewer new Blu-ray and regular DVDs on the shelves lately, although there have been more in the last few weeks.

738 I love this library and really enjoy the quality of the books, staff, building, and programs. It's a big part of our family's life. Thank you!

739 Miss the beautiful tree that was in front of the library. The building now looks stark. Another tree please.

740 I appreciate that you are open 6 days a week

741 I have walked to the library, but there are not sidewalks the entire way. I'd walk more often if there were (even though it is a long walk, it is enjoyable).

Although I don't use ebooks a lot, I like the 3M Cloud Library system better than the Library2Go system.

The new website is a HUGE improvement, thank you for doing it.

742 Keep the "how to get organized" type programs and music programs coming. I look forward to when the Library can reopen on Thursdays.

743 Minor detail, but online renewal has an issue where, if someone has placed a hold on a book, even if there are 10 available copies, I'm not allowed to renew my copy. If the algorithm could be improved to recognize this situation, it would save me 15 cents every so often.

744 The largest number of books I actually "read" start to finish these days is probably audiobooks. Paper books remain the largest number I check out by a fairly large margin, but many are more for dipping into or for just reading parts of (especially the table of contents and introduction/conclusion). Ebooks get the fewest checkouts, but are more likely than paper to be read in full. Both paper and ebooks are often a stepping stone to getting the audiobook for a full "read." This pattern is almost entirely a function of convenience within my schedule, though: I look forward to the day when I'll be able to return to reading full books with my eyes, whether in paper or ebook form. Audiobooks really aren't the same thing.

745 Keep up the good work!

746 Do you carry magazines such as National Geographic in Spanish?

747 I'd like to see the Library open on Thursdays.

748 Keep up the great work! We love Tigard Library :-)

749 You need more signs for DVDs and Blu Rays

750 I wish there were more ebooks available.

751 Like the variety of program offerings, the changing displays, the community center feel. Beautiful building, and with the network of libraries, access to almost any book one would want. Great service!

752 Please reopen on Thursdays! Maybe you could close at 5pm 2 or 3 days per week to reopen Thursday from 10-5?

753 Thank you all!

754 I love the convenience of reserving books from home. Keep up the good work!

755 I want the library open on Thursdays!

756 Sometimes I cannot use my card if I don't update or confirm my information. This is frustrating. I should be able to do this online.

757 Open on Thursdays!

758 The library is an awesome place. Staff is great and very helpful. I LOVE THE LIBRARY!!!

759 Love the Kindle e-books! Just keep adding more titles and copies. The kids love being able to check out a book immediately. Such a nice service.

760 Please have more activities on another day besides Sunday, Thank You

761 Great job!

762 e-Book could be as easy as print book.

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763 I really enjoy the free musical and crafts programs presented at the Tigard library.

Another type of helpful program might be a presentation by skilled DIY folks utilizing the practical arts

(such as cooking tips, or simple sewing demos or tips by handyman/handywoman for simple home repair projects). During the presentations/demos the presenters could reference or recommend appropriate books from the library collection which could be prominently displayed.

764 Keep up the good work. I get a lot of free or 99 cent books for my Nook, which of course triggers the "if you like that, you might like this..." offers. There is nothing worse than finding an e-book that I know I would enjoy but it's beyond my e-reader budget limit. And there is nothing better than logging onto WCCLS and finding that you have the print book in the library.

Also, I want to thank you for keeping your front desk adequately staffed. My dad lived in Multnomah County and said that his local library there had more self check machines than actual librarians. I would much rather work with a person than with a machine. I finally persuaded my dad to move to King City and he uses the library much more often now, because your selection is so varied and your service is so good.

765 The Tigard Library provides a great service! Thanks!

766 Just keeping doing what you are doing, I use the library frequently although less frequently due to another commitment but as soon as everything is back on track I will be back many times. I enjoy all the folks that work there, very pleasant and helpful; never have a problem when reserving a book if needed and I love having access to all the books on CD. Thank you

767 We decided to attend the Beaverton book babies on Wednesdays instead, even though it's a longer drive, because the librarian makes books and singing much more seem enjoyable.

768 Love the friendly staff. Going to the library has always been a good experience for me. Thank you!

769 Allow online cancellation of holds

770 Keep up the good community service. We are fortunate to have such personnel doing so many different jobs to keep us up-to-date with new books and finding some old favorites.

771 I find the staff excellent and have observed them go out of their way to find what the patron is looking for.

772 A drive -up window to get reserved materials so that more parking space is available to those staying longer than a few minutes.

773 Love ordering books online. I also appreciate the fact that you always have the newest books or will order them!

774 Great staff, lovely facility, a very comfortable place to visit and work!

775 Please open Thursdays. Your library is awesome!!!

776 The Tigard Library does a great job!

777 I think the Tigard Library is a wonderful place and the variety of programs is amazing. Keep up the good work!

778 I have a difficult time choosing books -- there are too many books and not enough time to read! I like the new display of 'staff picks' books. It's nice to select a book that someone else has enjoyed and which may be excellent, even if not publicized as a best seller.

779 Playground equipment or benches in the field near library. Though it's nice to have the nature. Would like to have a place to visit with families and children. Some type of place where you can sit and read outside while kids run around.

780 Keep doing programs, such as the ones you offer now. And, as above, I would like a music website where you can download and keep a free copy of a song. A similar web site for downloading and keeping some version (e.g. PDF, JPEG, ".doc" or ".txt") of public domain books, including reference-type books--perhaps the State of Oregon could fund such a project.

781 I love the Washington County cooperative system. Libraries are such an important part of the community, and I appreciate all the services you all provide especially as I'm raising a new reader. Thanks!

782 Would like to see more DVDs of TV series. Library is too warm in the winter time.

783 Very few copies of Book Page seem to be placed on the first floor. These should be increased.

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- 784 Your staff needs to dress MORE PROFESSIONALLY. A crummy pair of jeans and plain, everyday t-shirt does not add to the proper attire for a public library. They make "casual Friday" look like a dress-up day compared to their attire. Your staff is a reflection of the library itself and the City of Tigard. (And, no, I'm not a COT employee).
- 785 Have more plug access for computers. The floor plugs are ridiculous. I don't want to crawl around on the floor. My Mac plug doesn't fit in those small boxes. Thanks for putting more table top outlets, but get MORE.
- I like having the donut shop in the lobby. The lobby is a good place to take a break.
- 786 Love the Reading Room! Fireplace and a quiet place.
- 787 Thank you for your service!
- 788 It would be nice if the e-books could be renewable after the 21 day checkout has ended when there are no holds. Instead of having to go in and checkout the book again. Thank you :)
- 789 Cannot think of anything right now. Guess my needs or expectations are met. Thank you!
- 790 The worst service when it comes asking for help with computers. It's like they don't want to take time to help you. One male individual is the worse. He will come over and tell you something then walk away. He doesn't take the time to help you till you resolve the problem.
- 791 Please make accessibility to hooking up portable electronic devices along the windows upstairs more easily accessible.
- Please allow fountain drink containers in the library. There is no more danger to the furniture and electronic devices than the coffee cups.
- 792 Clean Keyboards!
- 793 miss our big old tree by front door!
- 794 Keep up the excellent service that is useful, appreciated and loved by most all...thank you.
- 795 Group study rooms need better sound proofing between rooms. Sound proofing between room and main library is great but terrible between rooms. It is disruptive to hear the room next door talk about how "cute Jacob is" or how "crazy that party was last night" and "like...", "like..." and "oh my god, right!" !
- I appreciate how the employees are on top of getting people to take their calls in the lobby. It fosters a quiet place to study. Thanks!
- 796 please post the hours where you can see them from the parking lot
- 797 would like to see more music events available or published in the e-newsletter; or if there is a paper flyer of events I'm not aware of it wish it were open till 6:30 on Sundays!
- 798 Don't understand why you are only library that is closed on Thurs. Is there no funding??
- 799 Keep the library QUIET. Especially the adult computer section. Make sure the staff is doing their jobs politely and give them training if they need it. Some of them are too ignorant and impolite. Make sure the computers are up to date. Get new computers. Hardware. Make sure the Worldcat system is working and the person responsible is doing their job to make it work right. Make sure the computer software is working properly.
- 800 There seem to be more people talking or studying in groups and they may not know about available study rooms. Library staff can set example of talking in a lower voice when helping others. Thank you.
- 801 Faster computers.
- 802 Provide more computer classes for adults
- 803 not sure
- 804 none to note
- 805 Plant a new tree please to replace the one that fell.
- 806 There is a balding guy who is filthy and stinks. Can you get him to take a bath. His nicotine smell burns my eyes and nose and I always have to move. If he is not willing to take a bath, he should not be allowed in here.

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807 PLEASE arrange all DVDs by category... as in a retail location format:

Comedy

Western

Art Nuveau

Drama

Classic

Animation

Sci-Fi

etc.

..... you get the idea. Make browsing much more enjoyable AND PLEASE provide us patrons with "staff picks"! Just like at our local video store....! This would save SO MUCH time wading through the really not worth the effort movies out there... thanks! I think you'd have far more patrons visiting to check out the latest releases at their local library...! :-)

Thank you! jk

808 More outlets for laptops near desks. I find myself hunting and often without a place to sit where I may use my laptop.

809 Open up on Thursdays!!!

810 good staff

811 More author visits,

812 I understand that part of the reference librarians' duties are to help patrons on the phone or in person and they have to talk to do that. But it seems like a greater effort could be made to use a quieter, less disruptive voice, especially with patrons in the library. It's not all, but mainly one or two whose voices seem to carry more than others. This includes chatting with other librarians. It would be nice if they made more of an effort to preserve silence in the library.

It can be very frustrating to have to move places or constantly ask other people to turn down their music or not talk on their cellphone. Unfortunately that is the world we live in now but I think libraries should still be a place where people can go to concentrate and have the necessary silence to look for work, study, etc. So a greater effort on the part of staff to preserve silence would be great.

813 Try to remember to have the fireplace on in the reading room. Sometimes this winter it has been off, and it is so nice to sit by the fire and read in there when it is turned on.

814 Open Thurs afternoons and evenings.

815 I appreciate our local library. Thank you!

816 Please have Thursday back! I often find myself needing some quiet work space on Thursday and it's so hard to find a place that would offer similar to what Tigard library offers. (Beaverton Library does not allow me to have coffee while I do my work...)

817 I do enjoy walking around the library. There seems to be too many dialects, sleeping or eating in the library. They smell and are not reading. I do feel sorry for them, but they cough with out covering there mouths. I'm afraid to catch there germs.

818 It seems that lately there are several things not working, i.e. computers, toilets, doors. Also, why are bathrooms being cleaned during library hours thus preventing use of them?

819 just keep up the good work

820 ability to park bikes inside / inside gates

821 I haven't biked to the library but I plan to.

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- 822 This is the best library among the town around Tigard. Thanks.
- 823 why do I need to go down stairs to get a log on for the internet to use to computers upstairs?
- 824 Thanks for updating the software a while ago...
- 825 - Extended hours. On Sunday the library opens at noon, it would be nice if it can open earlier. Also on weekend it closes at 6pm, it would be nice if it can stay open a bit longer.
- 826 Ask people to keep voices down when talking in library, or offer them a study room. Library staff members can set example by talking low when helping people. Talking is distracting unless you have earphones.
- 827 If the library needs more support - have the "Friends" or volunteers do some work in that effort.
- I used to bike to the library - more to the Beaverton one than the Tigard quite a distance between the two.
- 828 It would be nice if the Tigard library had a reading/quiet room like the Beaverton library does. Sometimes the library can get distracting with various conversations.
Also, there is one librarian that talks really loud. She's very distracting.
- 829 I want to work there!!!!
- 830 Would love to see a 'HOT PICKS' monthly list - popular authors new releases.
- Would love to have time to check out books be less on popular authors----when there are a lot of requests---getting the (new release) takes forever. Shorten the time of check out to two weeks on these.
- 831 Beef up your collections
- 832 Please open on Thursday.
- 833 Just a question: our family uses Murray Scholls about 60% of the time. Does this survey still apply?
- 834 get more good, new E-books. I love Christian Fiction!
- 835 Keep up the great work. Thanks.
- 836 Thanks for some of the extended hours. I so enjoy the library experience.
- 837 Have scanners at each pc read library cards.
- 838 I walked once but it was too dangerous. Lack of sidewalks.
- 839 The library is such a wonderful part of our community; everything about the Tigard Library is first-rate. Besides offering more children's programs, I'd like to see the library go to full-week service.
- 840 I sometimes walk over from the dog park
- 841 You should indicate with a sign or arrows that the road entrance near the outside book drops coming into the library are one way or not, I have come around the corner a couple of times and am surprised with a car coming around the corner from the book drops. I thought it was one way- counter clockwise in the the library area.
- 842 Make ebook check outs renewable. It is frustrating to have it disappear when you are not finished and not be able to get it back. Suggest MORE, MORE, MORE. Love ebooks.
- 843 * Bring back Thursday operation, reduce closing time to 8 PM.
- * Refresh a lot of the Computer Science / Programming books. Some are +4 years old.
- * Better e-Book selection
- * More parking
- * Allow paying fees on self checkout kiosk (the option is there but has never worked for me. VERY painful to pay at checkout.)
- * Allow paying fees online
- 844 Keep providing the wonderful programs and such a good variety of arts, crafts, entertainment and information for all age levels.
- 845 I came from a small town in Colorado, and any books that were not available from the local library district could also be obtained from a state-wide Colorado Library Consortium.
http://en.wikipedia.org/wiki/Colorado_Library_Consortium
- This is a great service when you are needing a book that is harder to find.
- 846 more ebooks

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- 847 You have an outstanding staff and volunteers! Please keep up the good work.
I still find the process of borrowing e-books to be cumbersome. The problem is lack of integration with the library catalog. If I could put holds and pick up holds for e-books from the library catalog instead of going to a third-party page, that would be a lot easier. Even worse is the e-audiobooks, which I've given up on.
- 848 There is always bike parking, covered parking would be great!
- 849 Less expensive electric car charging station
- 850 need bike access to the bike trail by the book drops or other close location
- 851 continue to expand e books
- 852 Re-open on Thursdays.
- 853 Best library ever!
- 854 The electrical plugs upstairs under the tables are hard to get to, and are cramped if more than one person is at the table. The table upstairs next to the cooking, dieting (I think...) that has the two lamps on it and the power strip on the top is a good example of how I feel the tables should be set up. It was hard to think of a suggestion, because this library is great. Thank you!
- 855 I would like if the library had an audio learning CD by Michel Thomas called "Perfect Japanese." I borrowed "Total Japanese" and would love to continue on to the next level: Perfect Japanese.
- 856 I like listening to audiobooks. It would be great if there were more new releases available.
- 857 I like food for fines.
- 858 The Password section of my account will not let me update my email address. It keeps defaulting back to my library acct number
- 859 Do to scheduling conflicts, I have not been able to attend various presentations. Could they be video recorded and loaner DVD's made available for check-out? Not the same as being in the audience, but still enjoyed. Thanks.
- 860 Usually use the Wilsonville Library since that's where we live. But sometimes Tigard Library has the books we want first or that WV doesn't have. Love the helpful employees and volunteers. Great booksales too!
- 861 None, you're doing a good job. Keep on keepin' on.
- 862 The Tigard library is a beautiful building. I only started going there because my father-in-law lived in Tigard. He died last year in May, but before then we took him to a few events which he enjoyed immensely, including Curtis Tigard's 105th birthday. My father-in-law is from a family (Meyer) of the original residents of Tigard, before it was considered distinct from Beaverton. We miss him and my mother-in-law, who died last January. I am glad we got to enjoy some of the library events before they passed.
- 863 It would be great if you stopped locking up DVDs. What's the point in having the ability to check out stuff to ourselves if we still have to stop at a desk to have the cases unlocked? Nobody else is doing this anymore but the Tigard library. Step into the 21st Century!
- 864 Needed...a brighter light so at night waiting in bus shelter, bus can see you instead of speeding by. When you have a walker it is very hard to walk 4-blocks or more to get to them, before they decide to leave you behind; only to have to walk back to the shelter, because you need to sit. I have a blinker light, trimet gave me too. That doesn't seem to get their attention either. The night inside the shelter seems burnt out. Calling trimet hasn't fixed this problem. I am hoping for a lit side panel of the shelter...like I've seen a bus stop on barbur blvd have. That way you can be seen there. Even if trees were trimmed, the drivers just don't care to stop. always in a hurry to get to transit center for a break, before heading on.
- 865 Keeping smilin'. Ya'll are great!
- 866 None at this time
- 867 I have been coming to the morning book group since it was organized. I really appreciate the opportunity to meet with other book lovers for the discussions.
- 868 Please fix the front doors. There so hard to open!
Thank You
- 869 Tigard has a great library that involve the community!
- 870 We enjoy the book sales and would like to see them occur more frequently. The "canned food drive for fines" is also an event we like to take advantage of to pay our fines and donate food to charity, but it doesn't seem to happen often enough either.
- 871 I am willing to pay more in taxes for the library to be open on Thursdays.
- 872 Very friendly, helpful staff!
- 873 More U.S. And Oregon History Books If You Can Please. CFF Good Day
- 874 As above, would love to be able to drive up and pick up books/audio books/DVDs on hold.
- 875 Can you please be open at least awhile on Thursdays? Tualatin is afterall and there library isn't half as good.

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- 876 I love the Library. I was the Manager of the Cannon Beach Library so I have some experience and it is always a joy to walk through the doors.
- 877 Our library is really awesome. I totally feel spoiled.
- 878 Just a remark. I've spent time in many great libraries in the United States - Princeton, Columbia U., Stanford, U. Chicago, NY Public, etc., and I am always surprised by the quality of the Tigard Library. Tigard is not a large city, nor is it a renowned center of learning. It is full daily, nevertheless, and people love to come here. And the selection of periodicals and books is, in my view, remarkably broad and useful. I just love this library. Thanks for so much more than merely serving; thanks for serving with attention to quality and intellectual responsibility and rigor - as well as making the place attractive and useful. Keep up the good work.
- 879 I would love to see the library re-open on Thursdays. I also wish I could have more information on how to access e-books.
- 880 Keep special programs . . . Friends of the Library
- 881 Keep up the good work. Love your hours. I'm able to visit your branch after work. Most libraries closed just as folks got off work, pointless to have a public library if its residents can't utilize.
- 882 I would just like to say that the staff always has been helpfull .I also enjoy the music shows that are put on.
- 883 The staff is always helpful and nice. Positive atmosphere!
- 884 There is often quite a wait for in-demand books both online and in the library. Sometimes waiting is not important sometimes having material at the right time is important.
- 885 Add 1/2 days for the library to be open on Thursdays
- 886 Have more copies of current bestsellers in stock. Wait time is sometimes way too long.
- 887 Keep on providing an abundance of resources. Stay open until @least 8pm on all open days, including Sunday. I can tolerate the Thursday closure as long as access on all other days is consistent and lengthy.
- 888 More ebooks and less audio books.
- 889 Love the library!
- 890 Open the library on Thursdays! Even if you have to cut hours during the rest of the week, it would be beneficial to have access to the library seven days a week.
- 891 parking slots not enough, and they are not wide enough. You need to o like Costco did a few years ago where they repainted them with about a foot barrier between cars. As it is now it is very hard for me to get out of the car, as I have had a total hip, Yes I have disability sticker. What I would like to see against the building is slanted slots as the 90 deg are very difficulty to exit, especially after day light hours are gone. It seems to me the lighting is not very good. STAFF always the best
- 892 I would walk to the library but there are parts of Hall Blvd that don't have sidewalks and walking this busy street is very dangerous.
- 893 Please more parking
- Please decrease the fine for the DVDs and blue ray. A dollars per day is too much
- Please bring new books, if possible!
- 894 I would like to donate books and DVD movies to the library. It would be great if there was a link on the home page <http://www.wcccls.org/> for DONATE and then information on what is accepted -- what types of books or DVDs, what condition they have to be in, do you accept textbooks (what age, etc.), are they tax-deductible, etc.
- 895 Great library. Keep up the good work.
- 896 Doing a very good job
- 897 It is difficult to understand voice mail which is sent to inform when reserved books come in.
- 898 Reopen the Library on Thursdays
- 899 Additional current audio books.
- 900 You are doing great.
- 901 I learn about library events through the e-newsletter. I live in Tualatin so I don't get the Tigard newsletter. Of course we have a library also, but Tigard has been my library for many years - I used to live in Tigard and started going when it was in the old location.
- Thanks for asking!

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- 902 Although I indicated I read print books rather than e books, I do read both. I just read more print books than e books. I do like the computer classes offered by the library but I wish there were more (something about the cloud, skype, sending pictures, streaming, etc.). Also the classes fill up quickly so can there be on-line registration to make it easier to register and for the library to plan if there are an excessive amount of people. Currently, the programs are always packed and you might not get a computer and have to stand in the back. You might also consider making the classes fee based (small fee naturally).
- 903 The parking spaces are too narrow except at the front of the library. Make them the same size as the ones in front.
- 904 I take the bus to the library. I would go there more often if it were open on Thursdays. On third Thursdays I'm only a couple of blocks from the library. The rest of the days I'm usually in other directions.
- 905 i got told i couldn't check out books because i had fees but i was NEVER informed i had fees.
- 906 You are doing so well. We love the library!
- 907 N/A
- 908 I feel it is VERY POOR DECISION to allow a junk food vender to sell their garbage at the entrance to your library. This attitude towards what we should eat is why Americans are:
69% of Americans are overweight; 31% of Americans are obese. YOU contribute to the attitude that junk food is OK to eat as a routine snack.
- 909 When I lived closer, I used to walk to the library. Please see if you can open on Thursdays. Thank you
- 910 Although we don't visit the library often, we support our library and believe it is a vital part of our community. Thank you.
- 911 Too many homeless people hanging out and sleeping etc. in the library. I used to love to come in the sitting room by the fireplace and read and do homework, but the past few times there were smelly homeless men, sleeping on the couches. I have not been back to read there in quite awhile. Maybe you could provide them with a separate room to rest during the day and maybe even some showers for them!
- 912 Keep up the good work and the communication.
- 913 change computer screen for password check out--the numbers are like a key board:
1 2 3 4 5 6 7 8 9 0. Do it like this
: 7 8 9

4 5 6

1 2 3

0
- 914 More large print books
- 915 There should be a bike cut when coming from the field on Hall. I love the Tigard Library. wonderful staff.
- 916 We have a very nice community library. Thank you!
- 917 Allow vehicle traffic to enter to the left at the first entrance. Common traffic sense and safety.
- 918 be open on Thursdays
- 919 One of the joys of visiting the library is having a snack at 'Sesame' Donuts in the lobby. That's a wonderful addition to the library and is unique as far as I can tell.
- 920 Keep up your good work.
- 921 Keep up the friendly and helpful community service.
- 922 I really like this library. The staff is super friendly and the facilities are very clean. I like that there are many programs offered for kids and that the kids have a big section in the library. Requesting and downloading books through the website is very user friendly and easy to do. Like I mentioned above, it would be nice if there was a homeschool program or some activities for older kids (5+)
- 923 Keep up the good work. I think the monthly offerings at the library are rich and varied and available to all.

I think getting the library back open on Thursday should be a priority. Don't know any other city in our area that has to close for a day!

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- 924 I don't ever mind when I incur a fine. Small price to pay for the benefit I get from the library.
- Clarification on question #4 - I enjoy the convenience of e-books for fiction, but prefer print for non-fiction/reference.
- 925 I love the library and so does our grandchild. Keep up the excellent work!
- 926 Dog tie up area in front so when we walk we have a place to tie.
- 927 I see issues ahead. While I truly enjoy the library experience - I find I am moving to digital media - so my actual library is virtual for transacting business - and I just come to the library for the odd video and to see what sort of books or audio books might chance to be in. For fiction I would like broader e-book support. It raises a quandary on where future library budgets should go.
- 928 It's good to buy things for the whole community, but the number of books w covers showing bare chested men w fawning women probably shouldn't exceed the number of books one might find on the must read list for college educated citizens. When I inquired about a particular book reviewed in NYRB, one wcls librarian told me: We can't pay for your college education. I wasn't asking about a textbook, just a solid volume, a new release from yup. Again, provide for everyone, but try to move beyond the mindset that college educated citizens are a nuisance.
- 929 My son thinks it would be awesome to have a drive through pick up window. I have not seen any options for early returns of books on the iPad. Early return options would be nice when we have maxed out out audio books and would like to get more because we got done before expiration. But I know that is probably a library2go issue?
- 930 We love the library! Thanks for all you do!
- 931 Please change the ebook/audio service provider (Overdrive). The search features provided by them is very bad. Their ebook reader is unusable. The way they handle holds on audio books with no ability to postpone them, make it impossible to plan listening/reading and in many cases I had to just return the book because I couldn't skip hold until I am done with the one I have already.
- 932 Worth every penny of my taxes!
- 933 Especially appreciate use of conference rooms for meetings to help SHIBA clients with their medicare problems. Reference desk folks always helpful in making appointments for these meetings.
- 934 Restrict library privileges to those who do not pay their fines. I don't want to be enabling deadbeats a free pass.
- 935 No
- 936 Open on Thursdays please!!
- 937 I think this library is wonderful and much needed service for our community. You are filling many needs such as access to books and periodicals, as well as access to computers for research and job hunting.
- 938 Going into the library is a real pleasure.
I really enjoy your special sale shelves just outside the doors into the library
and really appreciate your special sales of donated books and excess library books.
- Please be sure I am on your email notification about your special sales.
- Thank you.
- 939 Bigger gated outside area. Don't know how feasible with the homeless around, but it would be nice to sit outside and read with kids.
- 940 I love to request a list of books. Sometimes they are wait listed and hard to judge when they will be available. Then I get too many books at one time. Is there a way to put a limit on how many I can receive at a time? I try to check the list often and suspend some but, I don't always have good timing. I hate to hold books others could be reading.
- 941 I love Tigard Library!
- 942 We live to far away from the library to walk or bike, but once there I somrtimes walk from the library out onto the pathways.
- 943 I am from France and would like to see more (recent) books and DVDs from that country. Other than that I love the library. Thank you!
- 944 Thanks so much for the wonderful experience every time I enter the library. I can't imagine what we would do if the library wasn't there. I haven't purchased a book since I moved here. Thanks for all you do for the community!