

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

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

- 1 We have a beautiful city Library! I think it would be well used every day of the week! Its important for all ages for so many reasons. No one can tell us what "Services" would get cut to keep the Library open on Thursdays. If someone would specify what "services" we would do without, I might be able to say Yes or No easier.
- 2 Would like access to Angies list similiar to the way Clackmas Librarys offer access to comsumer reports on line.
- 3 Keep up good work-enjoy the selection of reading materials
- 4 Excellent Library/Staff + Services. J. of L.O ?
- 5 I really love the way that the wirless and such are placed. It's artisticaly appealing
- 6 I just discovered the houghton reading room. wonderful! thank you
- 7 One day, its should not be that of an issue
- 8 Staff would benefit from inter-personal training, as the patrons are not made to feel valued. Please bring Thursdays back, I would rather see money spent on that than new carpets etc.
- 9 Not enough ebooks of popular authors
- 10 Always need computer on Thursday[]
Good
- 12 Library is a critical part of our city...open to all Access is important to all
- 13 Thanks for all you do!
- 14 more ebooks!
- 15 yes to Tursdays!
- 16 I would love to have library open Thursday, but can live with it.
- 17 I feel that Sunday could be a more appropriate and convenient closing day.
- 18 Reopen the library by reducing other city services. Not higher taxes. Or perhaps ask for donations to make up the \$200000..or both.
- 19 Tax help excellent
- 20 I don't own house to rent[]
I wish we have computer classes more often.
- 21 I finally came to terns with the library being closed Thurs. However, I will always vote yes for library funding.[]
Love you guys! Keep up the good work!
- 22 Like the online use- intuitive
- 23 Close another day than thursday
- 24 Would like more arts and crafts for adults.
- 25 Thanks!
- 26 More computers for kids please: Games and lak up.[]
No inappropriate book covers.
- 27 Library is a wonderful srvice. Have a drop off for books in Tigard.
Either is fine.[]
- 28 Love the events sent in Tigard newsletter, []
Thank you for your service!
- 29 Suggest 6 renewals rather than 4
- 30 keep up the great work here
- 31 you need a day off
- 32 none
- 33 keep up
- 34 Nice people work here

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 35 You folks should make a game room, not only to allow people to test play a product, but to give kids a place to be loud instead of the rest of the library.
- 36 Change to Wednesday closed. ☐
More knowledgeable and helpful front desk crew- attitude should be much better
- 37 More science books
- 38 The staff is super friendly and helpful. ☐
Thank you
- 39 Upcoming events in auditorium on posters at entrance to library and to library building
- 40 We love this library-best in the area
- 41 More audio books- can use
- 42 I love love love the library !!!!!!! :) :)it is paradise.
- 43 Try to make sure you have the book at the library better. And do better on the fines and fees. this time. I love your library.
- 44 Not sure
- 45 if it came from other programs
- 46 doesn't matter to me! This is a great library
- 47 Computers should not time out so quickly☐
I sometimes listen to audio and don't want to endenlessly click something every so may sounds to avoid shutdown
- 48 Tigard library is state-of-the Art. Thank you
- 49 I love to visit the library! Everythings perfect!
Please have an easel in the lobby announcing the programs of the month, especially speakers. I know you have pamphlets and on-line announcements but I think hundreds of library visitors don't see these. I was a speaker who was disapointed in the lack of publicity for my talk.
- 50
- 51 keep up the good work and don't forget to smile :)
- 52 I don't believe cost every each Thursday like \$4000 a day. Thanks
- 53 I don't know
- 54 I love this library! My favorite is to browse the new nonfiction books
- 55 Would be nice to build up the homeschool selection-especially in children's history/social studies
- Take funds from unnecessary departments and apply to Library, not my property tax, rising over 50% since library bond=BS. ☐
- 56 Make money with Library to offset overall costs: Enhance Delli, (not coffes shop-stinks). Enhance employment services, (professional seminars/one-on-one help for minimal fee, to other qualified but unemployed) help patrons check out own books cutting costs, but have more volenteers at checkout help desk to solve problems. Key help is Refence Desk help, no technology can replace. Make money off more vedios, competing with RED Box, etc., but with better movies at only cost, less overhead. My husband likes (.25cents a movie (max videos per day) 4/5 stars only for 3 days viewing, with 1.00 late fee per day. Expand classes compters shops etc. Create book clubs with dues to library, invite authors of books to discussed free enabling them to promote their books.
- 57 Our family uses the Tigard library frequently and depends upon it in many ways.
- 58 All the books ever! more copies/
- 59 The library is a awsome place to read and learn!
- 60 Is it ok for the library to be open on Thursdays?
- 61 Question 5: I fortunatley do not have to search for a job, but if most of the options in question 5acould you rephrase question #5 please. Thankyou.
- 62 Great job! Everyone that works here is helpful, professional and effecent (for the times I've needed assisance with something). thank you!
- 63 Great Library Ever!!!!
- 64 Easier ebook/mag. checkout audio book downloads

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 65 #7: No opinion.[]
Love this library. Thank you!
- 66 Like Mult Co Library teach everyone how to use self check out, it will free your work load.
- 67 I love this place, it is an amazing resource for our family. I am okay with it (closed) because we live so close and come to the library other days.
- 68 #5: Books/Workshops
- 69 No need to be open Thurs, since other area Libraries are available.
Had trouble with #7: Would like to see it open on Thursday and would not mind paying for it but would not like to see other services cut. Perhaps the question needs more sections. Favor under certain circumstances. Oppose under others.
- 70 Valueline Investment Survey Library subscription.[]
Fit Pregancy magizine subscription
- 71 I am against reducing programs, depending upon specifics, but okay with higher taxes. I would use the library on Thursdays. I would love more library on Thursdays. Paperback picture books. I often visit other libraries to borrow more of there.
- 72 I love this library. It's the only one I use and would definitely use Thursdays if it re-opened
- 73 Love your classes! Love library []
Love children's section!
- 74 Unless it can be done w/o raising taxes or reducing programs
- 75 eliminate pin#
- 76 It would be nice if we could get our audio books holds from the self help holds rather than having to ask for them to be retrieved from behind the desk.
- 77 Library is available enough other times, Thursday, Friday is ok.
- 78 The library and their hours are fine as they are now
- 79 Parking more and more problem. No, should be allowed to park 15+min @front entrance. Please have Red "No park" in front- A child will be injured+ "worse"
I have addresses this before. In the dark-cars "sit" + no one +rain[]
can avoid parked-"waiters"[]
- 80 Please put steo 1 2 3 on the copy machine 1st People poke varied "buttons"- + haven't a clue how to copy these machine.[]
Save repair costs- maybe.[]
Many lawds to the reference dept- 2nd floor
- 81 I'm very satisfied
- 82 #7: Whatever the majority wants
- 83 #7: Relectantly
- 84 I can come the other 6 days so I'm neutural. You do a great job.
- 85 Larger graphics novel section
- 86 This is one of the Best Libraries: Great staff, beautiful building, excellent resources (thank you).
- 87 Thank you for all your work and for always assisting me.
- 88 5a: Books, computers, []
TPL is a great resource with a fantastic storytime. Keep it up.
- 89 Sinage for cell phones and food and drinks is very poor. Too wordy! Need photos, better placement.
- 90 I understand #7. Love the Library!
- 91 I wish you would change the cafe to something heathier. I see so many kids eating donuts, a public institution should keep the public good and heath in mind.
- 92 The computer have a "shield" thing that makes it hard for "aging eyes" to read the screen. When I come to Portland in 1976, the Mult. Co Library was closed on Mondays-I never found that closure to be a problem.
- 93 #5; NO answer.
- 94 #5: did not answer.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

95 #7: but I wouldn't likely come on thur

96 #7 Neutral

Very much appreciate Library services.

97 Yes, re-open on thursdays! Is a great community resource!

98 We ADORE Holly the childrens's Librarian. She's warm and wonderful.

Purpose Library open on Thru if volenteers work only with one staff supervisor rotated, no costs to tax payers. No reference desk help, unless suitable vulneteers can help. Close coffee shop and just self check out, with more machines that work. []

99 Offset vedio costs by buying up 4/5 star movies or asking for donations and permit patrons to check out 2 at atime, for 2 days max for .25 cents each. Why should RED box corner this market? Don't need the overhead of a fancy machine to dispence vedios. Most are over used and 1/2 star movies anyway. Get back into the busness (City of Tigard/Coopertative) for afractioni of the cost as you have little overhead, ample space. a Service citizens want and volunteers can offset anyway. Just shorten the time Partons use vedios, each extra day is .50 to ensure prompt return so many more partons can check out. Run the numbers. may prove to be a great investment with actural return, and Libraries cna get old money dispence machines or better secured cash registers, at checkout reference desk.

100 More selection of Adult DVDs and Kids

101 + Get more newer movies

102 I like being able to pick up the free newspaperers in the lobby.

103 Self checkout has never worked for me well.

104 Keep computers open to users as long as no one else is waiting to use them; no time _____?

No more taxes for Library Services. In fact who has the audasity to blackmail Tigard citizens, using leverage pitting some services against others? Perhaps in todays corupt society many City Councils can get away with this practice? I hate bond measures as property taxes here have gone up 40+% over five years. I rather see more common scence solutions, like prorotizing services and stop blackmailing the notoin of defunding teachers, police, fire and Library services etc. (stop using kids to spread propaganda to save realted jobs etc) Lets list them and prioritize them so its out of city officials hands to pick and choose Service Funding, running ringshod over us citizens. Case in point: forget commuter rail on I99 forevermore, thank god bill passed to stop it in time. Go around with rail system and tax entire state to Wilsonville, save resident east of mountains.

105 The public library is and has been a wonderful part of our family's life. Our children and I have been frequent visitors of the WCCLS for more than 25 years. There have been many time I would have gone into the library on Thurs. if it had been open! I always felt let down every time it wasn't!

106 Gggreat

107 It doesn't kill us to have the library closed for one day. In fact, it makes us appreciate the library more. That's a good thing; keep the Thursday closures! Also, I like the opportunity of paying food for fines!

108 What a great library system allowing us to use any or all for the whole county

109 Have you considered 1/2 day for \$100,000

110 I think we are very fortunate to have the quality of library services in Wash Co. that we do have! Thank you!

111 Pets at the library

112 I think your library hours are really good despite the Thursday closure - you have better weekend hours -

113 need more parking when meetings are being held

114 I will use the library weekly when I retire later this year - & attend more Tigard events.

115 people can find time during other times of the week to come in w/o having to reduce other city programs or increase taxes.

116 This is one of the nicest and most professional of libraries -- thank you

117 Wonderful library

118 Love you guys!

119 Increase time of book rental

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 120 We just work our schedule around Thus. being closed.
- 121 Thank you
- 122 Keeping the library closed on Thursdays to save 200K is smart and responsible use of our resources.
- 123 Additional children programming! Drive thru window pick up book holds
- 124 I love reading!!!
- 125 I'll pay the higher taxes for this gladly.
- 126 I've never had a problem paying taxes to support a library
- 127 This library rocks!
- 128 I love this library & the wonderful staff!
- 129 Love the kids programs
- 130 We love this library & the very nice people who work here.
- 131 Thanks for doing such a great job!
- 132 Thank you all for the excellent job you all do! I would not want to be without the library!
- 133 Love you guys!
- 134 Great job!
- 135 It is a great and educational service and a shame to only be open 6 days a week
- 136 I don't live in Tigard sorry.
- 137 More computer classes for adults would be really helpful.
- 138 This library has served me well. I appreciate the help. Everyone is so pleasant.
- 139 Kids like the computers in Children's Library.
- 140 Story time on Tuesday is great. We love Jamie - However, it is overcrowded b/c there are older kids that keep coming (ours included).
- 141 #& Favor: reducing other programs Oppose: higher taxes
- 142 Close on Wednesdays and open on thursday instead.
- 143 No answer on #7, as I reside in Wilsonville.
- 144 I love the tigard library! It's a home away from home!
- 145 The library is great! You should use things that use less electricity.
- 146 The library is open late as it is and there are plenty of resources.
- 147 We love Tigard library! Glad the road lone signs are clearly marked! Great selection of books and DVD's!
- 148 #& Hard to say - would have to weigh costs - hope so!
- 149 Outstanding people, attitudes, willingness to help & they make it a great experience.
- 150 Friendly staff - cell phones still a problem - don't people read?
- 151 Have turned items in at book drop and they have still shown on my record as "out" 3 days later!
- 152 Thanks for the nice facility here!
- 153 Only serve healthy snacks and food. NO DONUTS
- 154 #7 Depends on where money comes from. In general would like to see library open --- but have adjusted to the new schedule.
- 155 #7 Don't care either way.
- 156 it is a wonderful place!+++
- 157 We are used to it now- let's use the \$\$ for new books. :)
- 158 iPads instead of kindles.
- 159 When putting e-books on hold, I would like to see how many holds the e-book has before I put it on hold, like you can with the books I reserve from the library.
- 160 But I live in Beaverton so I may not count
- 161 Love the library, its a great community resource!
- 162 I love the library so much!
- 163 Stay in business. We need you and your services

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 164 Should get some more chapter books
- 165 Sometimes they should work on the fines in fees, and if the book are there. Your library is awesome!
- 166 Great job- I love this library
- 167 Hours are good!
- 168 n/a
- 169 Not sure depends what programs Better, larger selection for kindle, ebooks!
- 170 Want a login name instead of having to memorize my bar-code. I love the website!
- 171 I would like to know which city programs would be out if the library took extra money from city programs. Personally, I would prefer to raise taxes (believe it or not.)
- 172 Tigard seems to have adapted to the Thursday closing.
- 173 We love teacher Jamie! Thank you for being so patient.
- 174 The library can stay closed on Thursday, saving money as more and more material is available online.
- 175 My work site has changed so I'm not in the vicinity of the library anymore. When I'm in the area I try to stop by.
- 176 Have a "new" shelf for new movies. I.e. a shelf containing only newly acquired/released movies.
That parking lot still remains a problem. What about making some spaces along Hall or behind/on side of
- 177 building? And could the Friends have their sale more than twice a year? It could really help w/funding!!! And you should give staff their hours that were cut. They could really use the money
- 178 ?
- 179 Would like to attend more events oriented towards fun and better health for local families.
- 180 Love this library!
- 181 kip reading room
- 182 Yous should give out library to people who are homeless and can't provide proof of address
- 183 More weekly hours of operation, rather than days of operation would be my suggestion.
- 184 I love coming here to check out new books and games and movies.
- 185 #7 Either Way
- 186 We love our library and our librarians! thank you!
- 187 More self-check
- 188 You have to go to Tigard Public Library
- 189 Just keep up the gret work! We love it here!
- 190 I thiink we need more library hours, Thursdays would be awesome!
- 191 underlined higher taxes!
- 192 You are doing a great job. Take Thursdays off.
- 193 Keep up the great job of providing a key comunity service
- 194 Like to see clinics on different things
- 195 No thank you
- 196 Awsome Service
- 197 Excellent
- 198 Every thing are amaizing. I hope more sucess for the great library
- 199 Excellent Service!
- 200 I occasionally find out as I go through checkout that I have library fines or i would like to purchase one of the books for sale, but because I don't carry cash and library doesn't accept debt cards, I have to wait till next visit and try to remember to bring cash. Otherwise all is great.
- 201 The library needs more parking!! Sometimes we have to wait 15min or more for parking!!
Other than this. I love, love Tigard Library!
- 202 A+; I love you!
- 203 The Library is Great thank you

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 204 I think the 3D printer and Adobe creative suite software are great ideas!! The library facilities are great. []
Staff members are very nice and helpful
- 205 I love the tigard Library. For awhile i even worked out of the Library when my personal internet was down. It has a very plesant enviornment and i love taking my 13-month old to story time. It give me a chance to do something outside of my home that i wouldn't otherwise be able to afford.
- 206 Too noisey to much loud talking
- 207 We love fun for ones with jamie! It is the highlight of our week and we recommend it to all our friends. we sure appreciate programs for kids and utilize as many as we can. (smilie face).
- 208 Closing on Thurs: one day a week is not a hardship. Other libraries close by if needed. enjoy high level of library services.
- 209 Noted: Use of books, photocopier, scannner, computer, and staff assistance. Doesn't come up unless patron selects 'yes' on #5. Wanted to advise anyway.
- 210 Thanks so much for all you do, visiting is always a good experience.
- Have never tried E-books....[]
I live in Lake Oswego, so I don't think I can speak for \$200,000....[]
I have always been supportive of libraries and parks and have voted yes on bond measures for those items. I'm very disapointed that Lake Oswego residents voted down a bond meausre for a new library. The current ____? in tax small and cannot offend so many services ____? other libraries... I reallly like using WA county Libraries because they have alot to offer and in this _____, the views beautiful from the back and there's a triffic teenage section. []
I appreciate how friendly the staff is and always helpful. I think it be just great to have a job as volunteer here. []
Thankyou for doing such a great job!
- 212 Just book. Retired..... Love your programs both educating and entertaining.
- 213 More ART on walls.
- 214 This library system exceeds all expectations!
- 215 Great serice! Always a pleasure to come to the library.
- 216 Though the circulation desk had improved, there are still moments where certain staff forgets their manners and reacts poorly with public. In addition, they sometimes sloppy reshelving, (perpetuctos chcosi) [SP?] dissapointment. Attention to detail still holds true for our library.
- 217 The people are always generous and very helpful. I do wish the Library was open on Thursday.
- 218 I strongly oppose efforts to close the library. I'm glad to pay more tax to leave it open. Staff are plesant, helpful and knowledgable. Simply out, I love our library!
- 219 Love my Library Librarians are Cute-
- 220 Thank you
- 221 Computer classes/Staff Assistance
- 222 I am new to Oregon and have only used movie rental so far
- 223 Music DVD options in the "Classics" category. Movies Circa 1943-1956
- 224 Just don't TAX us!
- 225 Not enough E-books. 6 days a week is enough
- 226 Can adjust schedule to come when open
- 227 Favor and Oppose, you are closed on thur duh!!
Computer system it help our family so much. We use the library much more.
- 228 Love the workshops, grat staff (pleasant) love the coffee/donut shop. Perhaps power trip plugins at tables (the current one are abit difficult to access).
- 229 Keep up the Good work
- 230 More classes that would help w/ jobs, college initiation and "Green Things". The library could be the focal point for community gardens free cycling info, resisting over-development in an effort to keep Tigard worth living in and other ideas for these shifting times.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 231 I'd be willing to pay higher taxes to ensure better library services. I'd go for 50 - 120 \$ / year in property taxes. Maybe you should consider a special levy.
- 232 I am homeless in Wash County I'm not able to use my library card because I dont have mail from a Washington County Address It's bad when I use library several times a week I have a card and can use the Internet but not check out books that would help pass the time
- 233 As a levy, the library bond cannot be transfered to the general fund (eg. Portland X the Sewer 0)
- 234 Given that the library is the central community iput in Tigard - more funding should be projeted.
- 235 Whatever people seem to need...I don't need Thursday to be open. ☐
Keep up the great work!
- 236 Love our library - let's have Thursday open too! Great staff!
- 237 I don't like when I cannot renew items when someone requested same one, but there are some other available in other place.
- 238 Some of the magazines are rediculous! Who chooses the titles anyway?
- 239 Would like library passes to more places. like a symphony hall or a major art museum.
- 240 You guys are awesome!
- 241 I would love to have the library open Thurs, but not at the stated expense
- 242 Love Tigard library & the staff
- 243 More popular mechanic books[]
" movies
- 244 This is an amazing library I cannot think of any suggestion
- 245 Would like to see European materials in the international area -- German especially
- 246 great facility; well trained staff
- 247 None
- 248 Close it on Sunday instead of Thursday.
- 249 It would be nice but 6 days a week is fine
- 250 Thank you for all you do!
- 251 Hate to see any library close
- 252 Love this library! Upstairs is the best Thank you
- 253 You guys do an exelent job. Keep the good work
- 254 Great library good job my kids love the library a lot.
- 255 Instead of a full day on Thursdays; maybe the library will be open only half a day or some reduced period of time.
- 256 Love this library, they are so helpful and kind.
- 257 None.
- 258 None
- 259 We love the library! And all the staff are amazing and friendly. Thank you.
- 260 Library costs are too high, when considering property taxes sky-rocketing 50% increase in ten years. Parking is too little. The back of the Library should be decated to Town Heors, (fire/police/frist respopnders/Military/Mayors/Teachers/First Citizens etc). Tigard doesn't have a war memorial, and we have hundreds of war hero's back to Korean/WWII. Its a shame we are not reconizing them.
- 261 I love this Library! Far superior to other local ones. I love the Wed. morning toddler storytime (as do my children). Teacher Terie is one of the BEST librarians/teachers for little people that I've experianced in the state. Keep it up! I also love the private study rooms and being able to use them!
- 262 It is impossible to anwser this question (7) without knowing how well or poorly the other city programs.
- 263 Dont' let people park in front of crosswalk can't see kids crossing. Would like to see signs up for craft classes or age groups seperated. They are too crowed, long waits and some materials run out. It's getting worse especially at the one close to Christmas.
- 264 More movies 7 music. if wait list is longer then 30, add more disks.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 265 Excellent Library
266 (didn't answer #5)
Another Patron requested that the craft programs be divided into age ranges. She thought 12 and younger and 13 and up would be a good divide. She explained that she attended 2 different craft programs where other patrons made comments like, "Children should go first," which made her uncomfortable because she's an adult who has waited for her turn. She said that at one of the programs we ran out of materials. She also recommended more programs require sign up.
- 267
268 Patron requests email remedies be available for library programs. For example if a patron clicks on a program there should be a box that offers additional information and asks, "Would you like to receive an E-mail reminder for this program?" Patron said this is especially important to her for programs that require patron sign up.
- 269 Too much money, But reallocating funds from other sources sounds good, just as long as my property taxes don't go up do to another library bond measure. I worry folks voting to approve opening on Thursday as prescribed on surveys are adults speaking through children that should have such a vote, skews the survey. I also hate the access for patrons visiting on foot, forced to go to light to cross, when most traffic j-walks from _____ street (church corner) to Library. Even staff do this, as it's a hassle to walk to the light. What about a 400K pedestrian bridge, or light there? Too bad city and library board didn't think of the traffic congestion and associated hassle, whose going to get hit first, a patron or staff?
- 270 Love the online books and ebooks.
271 Thanks your looks and services are really high quality.
- 272 More casual seating for people who just want to lounge around and read books, both adult and children areas.
- 273 Love the Dogs & Tales Program
274 I would find it more of a priority to keep the library available on weekends. I will support the Library in *****? in other ways though.
- 275 We are here a lot for children's programs and really enjoy them; Dogs & Tales, crafts etc. Thank you!
276 I can work around Thursdays but I love the library. We like the lego festival and love dogs and tales.
277 I love it here
278 Don't favor or oppose. I love this library!
279 I love our Library! thanks for your service.
280 Staff is very nice and helpful, need more adult events
(patron did not answer #5, but system demands an answer, so date entry says no on each to move on)[]
[]
- 281 Very little or no warm water (let alone hot) in first floor women's restrooms sinks. None on second floor. Hot or at least warm water helps kill germs. If staff or patrons appear to be sick, for example coughing a lot or sneezing ask them to use a mask if they won't leave so they won't spread their germs,
- 282 You have three copies of Many Mediocre DVDs but of some important or better ones. how about separating foreign or children's DVD sections? Someone who's a movie buff should head this division.
- 283 Great people work at the Library
284 Love coming here
285 Reopen on Thursdays. I love the library
Arrange movies/ DVDs into categories instead of in alphabetical order. Like humor, drama, etc. make it more like visiting blockbuster. This may...? you don't have to know the title of the movie you can just look in the scene of the movie type you are interested in watching that night.
- 286
287 At this time. Thanks for plowing and being open
288 Have more parking spaces.[]
more documentary DVDs
289 More classes, more programs i.e, symphony talks advice

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- I am not a WA. county tax payer however []
 290 --more info on how to use a "e-book"[]
 --at least instruction on how to use the help manual---
- 291 I think we could re-open Thurs, without raising taxes (or that alone). Other things could be cut.
 292 Multiple checkouts for ebooks--one should not have to wait to checkout ebooks esp the Adobe drms.
 3. availability of Internet Computers - not checked[]
 293 8 Love the childrens area love Spanish support & availability great programs for the community
 Suggestion: Encourage volunteer work @ library via local advertisement; seek support/sponsorship of local
 294 businesses & concerned citizens.
 295 We love the Tigard library! Its by far the best in the county that I've been to! Thank you for all ya do!
 296 open @ 8 or 9 AM
 297 Your library staff does a wonderful job-- pleasant & helpful
 298 some of the female staff are incredibly rude
 299 7 left blank with comment Im not bothered.
 300 no thank you, dawg
 301 I think overdue fines are somewhat unforgiving and should be re-evaluated, although necessary.
 I think the late hours are sufficient enough to make up for the closed days. Also it would be convenient to load
 302 money onto the card from the website.
 Don't favor higher taxes-more fundraisers; requests for bequests, etc. \$200,000 certainly does not seem like tax
 303 increase amount. Maybe raise overdue fee on books to 15 cents/day? 25 cents/day?
 304 Keep it up!
 --more vacuuming of floors.[]
 305 --great new book & DVD collections!
 306 We don't live in Tigard, but we meet our math tutor at the library.
 307 I adore the library! Keep up the wonderful work. :)
 308 8. left blank
 309 4. left blank[] infrequent user, as I work at a college.
 310 4. left blank
 311 2. was left blank
 312 more murder mystery
 313 This is tough. I miss Thurs. but have no room in my budget for Thurs. taxes.
 314 Favor expansion of hours & facility! How about 2 more floors!
 315 more audio books!
 316 Love the Library!!
 317 Wonderful service Thank you! PS MP3 check out ?
 318 This is my favorite library in the portland area
 319 Rock and hard place
 320 Design software-Illustrator, Photoshops-dedicated design compters. I pads or similar
 321 Would like foreign language book-German
 322 People are incredible helpful
 323 Raise taxes
 324 Keep a good selection of books on CD,
 325 I think the thurs closed is a great way to save money and is not inconvenient. Love the check-out canvas bags too
 326 great work- always friendly, knowledgeable staff
 327 Excellent Janator
 328 Love the library ! If it would not negatively impact any other library hours, I'd like it to be open till 9pm Saturdays
 too.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 329 The e-reader check out is a great opportunity and I love the staff here !!
- 330 Keep up the great work !
- 331 The library schedule is sufficient the way it is, no need to change it. You are doing a great job ! :)
- 332 My wife and kids always try to come Thursday for some reason.
- 333 Printing station downstairs also would be nice
- 334 E- Books program need work !
- 335 I am okay w/ Thursday closure It might make more sense to close it on a Monday or Tuesday- which seem like /w use days . Otherwise I like the library. It has what I need and is helpful in finding things we are looking for.
- 336 No opinion. We come for toddler story time and love it. It is the best story time in the area! Cannot say enough wonderful things about it !!
- 337 Thank you for being such a wonderful resource
- 338 I would also be interested in the above creative suite software
- 339 everyone deserves a day off ! We manage just fine when the P.O or Bank is closed.
- 340 none
- 341 To open on Thursdays but shorter hours, and to cut evening hours (not to open so late). Thank you to librarians for research help.
- 342 A necessary sanctuary in a hectic and unmindful world.
- 343 Bring spanish storytime for kids back to tigard library & maybe offer intercambio language exchange here like tualation has Monday Nights.
- 344 I think everything is fine - love my library
- 345 I enjoy the library very much! I love reading and checking out new things here.
- 346 Requests - For purchase - book additions
- 347 We love the library!
- 348 We just really like the library.
- 349 One day won't hurt anyone, if you want to do it but why not give the staff a day off.
- 350 #7 depends on cuts or cost to each homeowner. Computer users often leave lamps unplugged - no response to a previous written concern.
- 351 Remove the security cases from the DVD and Blu-ray
- 352 I like normal books better than e-books, so don't get rid of them.
- 353 You're all fabulous!
- 354 #7 The library being closed on thursday ia a very small inconvenience. Please do not raise taxes or cut any other programs. We love the Tigard library!!! Thank you.
- 355 Please bring back pre-school story time. If you offer it on Tues. & Wed you would get both the Tues/Thurs & Mon/Wed/Fri preschool kids. Thank you for having Penny Puppets come. She's our favorite puppetter. We follow her all over the Portland Metro Area. It's nice to have her in our own backyard tonight. :)
- 356 Please reopen on Thursdays
- 357 We love the library & are here 3x a week. Love all the great community opportunities as well as your collection!
- 358 More non holdable DVD for new releases
- 359 excellent staff!
- 360 Wonderful public programs in community room.
- 361 #5 Audio books
- 362 #7 - strongly depends on what changes are made. #8 I am disapointed that the citizens will vote for a library but not vote funds to operate it. I am a volunteer at another Washington county library.
- 363 Thanks for all your hard work. Great service!
- 364 keep doing the good work

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 365 i would like to see a little bigger selection of adult Spanish items although the children's section is great. Also, maybe a Spanish reading time would be great - evenings.
- 366 Would like to have a newsletter emailed out to know what's going on for all ages.
- 367 Grateful to staff upstairs - always helpful and professional. Support funding from increase in water sewer, garbage rate increase of 14 to 1.
- 368 #6 51-100 Family total that I check out for #7 Not enough info given on this question! I don't know what would be cut! It depends! I'd rather have police service than library open on Thursday for example. Thanks that the checkout staff is asking more if we want a printed receipt or not, because I don't ever want a printed receipt. please let us get our own holds. It's great to get our own books but I always have to go to the desk & stand in line to get my books on CD's and DVD's. Some libraries such as Cedar Mill let us get our own items to be able to use self checkout. :)
- 369 Best library - great staff.
- 370 We do use other Bvtn libraries. today we're back for the first time in 1 1/2 yrs. We come for toddler time. #6 101+ if you count children's books. #7 I don't come to this branch library often enough to weigh in. We love toddler time! What a gem of a program!
- 371 There are lots of online features that I didn't know about - maybe a flyer or getting to know the library talk would be helpful. :)
- 372 Need DVD in #4 - I use most
- 373 Keep up the good job! :)
- 374 You guys are awesome!
- 375 When there are lots of computers open, it would be helpful to be able to add to our allotted time indefinitely. Thank you!
- 376 Favor with no increase in Taxes. Funding should come from reducing government overhead.
- 377 the library is doing a great job
- 378 I would love the Library to be open on Thurs, But I've gotten used to it 200k wow
- 379 Excellent staff and customer service
- 380 good lib.
- 381 \$1 Fine for DVDs a lot!
- 382 Thank you Library
- 383 NOT SURE??
- 384 I love our library ! God bless
- 385 we love this facility!
- 386 love the children area. Very friendly for babies and toddlers
- 387 Love the children's area. Very friendly for babies & toddlers.
- 388 Maybe keep open till 10:00pm.
- 389 Thanks to all so much!
- 390 Good instructions on downloading MP3 books after this last change. I can't get it to work now.
- 391 Great library.
- 392 Don't lock the front book return. Are you afraid that someone might return a book? It looks silly.
- 393 I think all city non emergency departments should take equal cuts. Thank you.
- 394 Bring in more speakers that have an impact on the quality of life in Tigard.
- 395 Excellent work. Keep going.
- 396 Thank you.
- 397 More DVDs.
- 398 My kids use the library even more than I do. We love the new books coming in regularly.
- 399 #7. No comment
1. Reduce fines (especially on children's DVD's). You can now rent at Redbox for \$1.20.
 2. I really liked presentations on edible native plants & fruit trees.
 3. Would like presentation of identifying edible vs. poison mushrooms.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 400 Great library!
- 401 Tigard Library is a gem in the community. Thank you for all your efforts.
- 402 The children programs at this library are awesome!!
- 403 My kids love the story time programs.
- 404 All good! Thanks all.
- 405 The people are always nice and helpful. I have been coming for a few months and plan to keep coming back.
- 406 In a struggling economy, everyone needs to do with less. I would not want other citizens to suffer if the library were to pick up another day.
- 407 Nice staff.
- 408 Good job.
- 409 # 7 response - undecided. Try 1/2 days on 2 days, see what people think.
- 410 #7 circled. Response-NA
- 411 My family and I love the library.
- 412 Couldn't live without you. Thank you!
- 413 Nice job--
- 414 The library is a great place, keep up the good work :) The community appreciates it
- 415 If other programs need to have their budgets reduced than remaining closed on Thursday is practical for the time being
- 416 4. audio books
6. 21-50 audio books
- 417 4. Audio Books
6. 21-50 Audio
Keep Audio Book & MP3/CD download
- 418 1. 3 (circled)
5. Yes school
I really love this libery it is really conveyont and its a really nice one
- 419 7. Don't know
Always a pleasure to visit our Library!
- 420 7. [x] It depends. Which programs would be affected & to what extent.
- 421 3. Children's Room Desk NA
8. more e-books
- 422 Always a good visit to the library!
- 423 Good job!
- 424 We LOVE the library & programs it provides; always vote for the bonds & levies. I would like to be able to retrieve my own audio holds. Thank you!!:)
- 425 Excellent library!!! Great job!!!
- 426 8. [] Favor [] Oppose [?]
- 427 Get at it, keep going!
- 428 The staff & facilities are amazing! Thank you
- 429 Do you offer scanning equipment, if not, you should.
- 430 4. I do not know. I have not used any of these items before.
5. I knew that this was a service from a library.
7. It does not matter. Being closes one day a week is fine. On that day other things can get done. Like: new carpet inventories or other important duties..
- 431 Generally pretty good. No dislikes.
- 432 Raise number of items that can be placed on hold to unlimited
- 433 We love Tigard Library!

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 434 Best library in Oregon!!
- 435 Wash Co. libraries are quite good. Comparable to Mult. Co. if not better. For Thurs at Tigard Lib--could go either way
- 436 I have been a member about two months now, and completely satisfied. Keep up the good work.
- 437 I like the survey.
- 438 Thank you for all your hard work. I really enjoy using the Tigard Library.
- 439 I hope the library is able to open back up on Thursdays. It works really well w/ my schedule if it did! :)
- 440 Love it!
4. 3D printer maybe?[]
- 441 6. I don't know.[]
7. Favor but that's selfish
- 442 4. 3D printer !!!!
- 443 I have volunteered at your summer program and it's excellent!
- 444 Re-open on tuesdays!
- 445 I like this library.
- 446 None
- 447 I have forgotten my wallet (license & library card) twice. It's a bit of a drive to go get it. I would love to be able to give my info/password, etc. and be able to check out still.
- 448 very friendly people.
- 449 Excellent library. I do hope that we can re-open it on Thursdays. I personally believe the library to be one of society's most noble institutions.
- 450 Keep the wifi but remove all the internet terminals and replace with bookshelves and books.
- 451 It would be great to get audio books on mp3
- 452 My son (3) and I continue to love the library, the staff, and the programs that are offered. We 100% support and encourage any aspect of our library!
- 453 If we all came up with a little bit, other programs might not need to be reduced!
- 454 (I live in a different city.) You are doing a great job! I live in Lake Oswego but prefer to come here.
- 455 Your services are great!
- 456 More organized computer service.
- 457 No suggestions. I think people adapt to reduced operating hours.
- 458 The library is awesome!
- 459 more children programs for older age children - 10 and above.
- 460 Please get rid of the movie cases.
- 461 Every service and all programs are always excellent. Thank you.
- 462 Excellent, appreciated library - staff also. (Question mark re \$200,000 to open Thursdays.)
- 463 I make heavy use of DVDs & music. Also technical books. Likely E-books in future.
- 464 Thank you for your excellent service.
- 465 (on opening library Thursdays)- This would depend on programs, though.
- 466 We really appreciate the friendly people. The internet is very helpful & the website is well done.
- 467 We really appreciate the friendly people.
- 468 Great job!
- 469 You are doing a great job. Wish you could get people to NOT use their cell phones!
- 470 The library is an awesome free resource.
- 471 Thank you!
- 472 More Chinese kids/adults books.
- 473 More genealogy programs.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 474 I love the app you have - but an update to let you know if the books you're looking for are at the location you want without having to go to the site. Also, having my full name on the hold bothers me - it's a privacy issue, and also someone could use it for identity fraud.
- 475 I like to check out the books for my children. Thank you very much.
- 476 I love the study rooms & use them 2x per week!
- 477 Love our Tigard library!
- 478 Hope we can get our library open on Thursdays again.
- 479 (Whether to open Thursdays) I don't know, it would depend on what programs would be cut.
Find a company that you can use for your patrons that allows them to put book titles/authors in a file, easily, that they have liked so that they can keep track, easily, of the books they liked - no manual typing needed - just cut & paste info.
- 481 We would love to have the library open on Thursdays but no higher taxes. The LOVE the children's area & their reference desk. All the children's area staff are GREAT! So friendly and helpful.
- 482 The \$200,000 to be open is over \$3000 per day. This cannot be correct.
- 483 Acquire more copies of popular DVDs, eg Downton Abbey and any others that have 200+ waiting list.
- 484 I LOVE LOVE LOVE the self-check-out machines and the ability to request/place holds online!!! Love that you added ability to pay via credit card on self-checkout. Please increase e-books.
- 485 I have no complaints. I always receive prompt, friendly service and am very pleased with the available materials and services.
- 486 Mostly I use the library for wi-fi and DVDs. It's an essential resource for me.
- 487 You should ask questions about services, clinics and activities other than core services.
- 488 Love it!
- 489 Nothing.
- 490 Is very nice library. gracias
- 491 over all this library is wonderful.
4. ?
7. need more info.
thank you for being a great library.
- 493 Library's Family Programs are excellent. Expansion of availability would be ideal
- 494 more on how to use e books
more good DVD's
- 495 1) In other libraries there is a 2 week DVD(s), including Blue-R rents. 2) In Multnomah Library they have a check IN machine, so less chances to have a fine.
- 496 Great Staff
- 497 I wish people would stop taking newspapers--newsletters from the library.
- 498 How about getting Century magazine?
- 499 I moved to the Tigard area about a year ago from the East coast and I have to say the quality of your libraries is one reason the move has gone well.
- 500 I plan my trips to the library around children's programming. Having one day a week closed does not deter me.
- 501 knowing the library is closed on thursdays forces us to plan for it. Hate to see cuts.
- 502 It is great in my opinion. Very nice Library :-)
- 503 Absolutely How to DVDs re: Pottery wheel turning
- 505 none
- 506 This is an excellent library, well run and well-stocked. I have worked in university libraries from Princeton to Stanford, and I regard Tigard as excellent. I love it here.
- 507 "Raises" for all the staff!

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 508 There should be a fundraiser every year to help open the library on Thursdays that can touch the whole community instead of only people who use the library. That way we wouldn't have to reduce other city programs.
- 509 3. "don't use" written across all boxes
- 510 Repair or replacing DVD that have trouble playing
- 511 The library is a wonderful resource for all members of the community
- 512 Good job allways helpful and curtiouse.
- 513 Close the library on Wednesdays instead of Thursdays
- 514 Thank you to all the kind & thoughtful folks at the Library
- 515 Cut over head, staff pay, heating to pay for cost
- 516 Less Librarians
- 517 Thank you!
- 518 I think that would be a great idea, if the library could be open "one more hour" after 9 pm, and of course Thursdays too.
- 519 Love the library!
- 520 Education and culture are the most important topics and problems a county should support.
- 521 Love our library! The kids programs are excellent. Thank you for being such a vital and wonderful part of our community.
- 522 keep up the good work!
- 523 We use the reference dept. on second floor & have always left donation
- 524 Why use one of the scarce parking spots for electric cars. I have only seen it 2 times
- 525 Thank you for the children's programs and excellent book selection
- 526 I really enjoy the library because there are so many books to choose from. and the people are always so nice and kind.
- 527 I would really love to have access to software like Photoshop, Illustrator, etc. Or to attend intermediate classes on those programs. Thank you TBL!!
- 528 you do an excellent job
- 529 We love all the programs and fun evenings the library puts on, especially the reptile man
- 530 The only reason I would like the library to be open on Thursday is so I can get the Portland Mercury. It is delivered so late on Wed, that we are unable to get it until Friday.
- 531 The library is the area that makes me feel like our taxes are benefiting us
- 532 I love my library
- 533 Thank you.
- 534 Can't say about #7. Would love to see library open on Thursdays, but @ cost to ?
- 535 Let the people rest and be with family on Thursday. I would support a library fare or fundraiser!
- 536 keep the library CLOSED Thursday!
- 537 good job
- 538 Every time I come to the library the staff is so helpful, knowledgable and friendly. Thanks!
- 539 The library & its dedicated, professional staff is one of the best service's the City of Tigard provides!
- 540 Favor opening on Thursday's but do not want higher taxes.
- 541 Wider selection of e-books available on the app please:
- 542 DVDs on self check out. Color photocopier.
- 543 I love this library. Keep up the good work.
- 544 Lets get this library open on Thursdays!
- 545 Thank you for providing this wonderful public service.
- 546 Open on Thursday is a priority. If need to close one day a week -close on Sunday.
- 547 Tigard is my favorite branch - love the large work tables by the windows. To save \$ for other city programs, it is ok to keep library closed on Thursdays.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 548 It's difficult to believe the City of Tigard does not have the funding to keep such a valuable resource as the library.
- 549 So happy to have such a nice library.
- 550 All of the services at the Tigard Library are excellent.
- 551 Excellent interlibrary loan system-borrowed art books from OCAC.
- 552 This is an important tool to those who can't have regular access to it.
- 553 Fantastic customer service.
- 554 This is the nicest library I've been to for a local library.
- 555 Wonderful helpful staff. Great assistance for book clubs!
- 556 Need to put more kinds of nooks. Also for younger children.
- 557 I think you should offer more writing opportunities for kids. All the staff are very friendly.
- 558 Self checkout?
- 559 Love the library.
- 560 Computers - 15 min time limit too short.
- 561 Everthing is great, I like the care and service you provide.
- 562 Everything is excellent and the staff is very friendly,
- 563 It's very important if you can open every day of the week.
- 564 Everything is alright!
- 565 It's ok that Thursdays is not open. That money could be placed for more services for our kids, more dvds or events that attract people to come to the library.
- 566 That money could be used for a better movies service, books for children and some other..
- 567 More participation of the volunteers. Good training and better compensations for the staff members.
- 568 excellent
- 569 I have used Washington County Libraries for over 50 years - they're wonderful.
- 570 Keep up the good work!!
- There is a damp smell when I walk in the library. It's not pleasant. []
- 571 We love the library. We are a family of 7! []
- We love the ability to reserve books online - thank you!
- 572 1 day closure is acceptable.
- 573 As I've stated in past "survey's" The computer chairs/area really need the "PADDED" seats - all the chairs should be padded - Just too hard sitting at computer for the full 2 hrs. Thanks.
- 574 The answer is dependant upon more inf.
- 575 Great customer service! Thank you for monitoring noise and cell phones
- 576 higher taxes
- 577 Does not use library for job search because retired. If trained I would use E-books. The Tigard Library and staff are a real asset to our community.
- 578 Great resource & ambience
- 579 The library needs a better marketing strategy Develop a Powell's and Barnes & Noble "nook" strategy. why-when I go to Powell's I spend 2 hrs in a nook- Murrar/Scholls Library -cold-freezing clients? comfortable chair.-where?
- 580 I use the Beaverton Library because it is " in the loop" of my weedend errands
- 581 Don't know without more info
- 582 7. Don't know more without more info
- 583 Whatever works. I hope you can, but not at the expense of homeless programs, or program to feed the hungry, I love our library and appreciate all of you great!
- 584 I probably wouldn't use the extra day,
- 585 Most of my reading is technically oriented; materials not included in Public Library collections.
- 586 Would likle to see the library re-open on Thursdays and be able to increase staff.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 587 can be every two weeks can be open.
- 588 I do want to reopen the library on Thursday, however I think we should wait a little a little longer for more prosperous times for Tigard.
- 589 Schedule a half day for Thursdays
- 590 I would like more childrens activities on Fridays and help with the childrens computers as I bring my 3 old grandson there every Friday. Thank you
- Hope to come more often in 2014! I manage around the Thursday classes but please do not close more days.
- 591 Thanks! Love the library, and love how much it is used. It's one of the few community gathering places. Well done.
- 592 The library is a great resource. I appreciate having such a nice library/
Question #7 Too vague not enough information on what programs would be affected....
- 593 I love the new Tigard Public Library location, and of course would like to see it opened on Thursdays. Need additional information on what programs would be affected as a result.
- 594 Don't believe that thursdays are that important
- 595 I appreciate the friendliness and willingness to help by the library staff.
- 596 the library provides awesome activities for all ages
- 597 Favor what is best for the community, families, and children. You are a wonderful group of people. I would love to see a continuation of "Education" programs-like the labyrinth program one afternoon last December. Thank you!
- 598 I use your study room a lot.
1. (Never) went 2x in 6 years
- 599 Rent out to community--meetings & events meeting room spaces.
Customer service training should be introduced for staff and volunteers. Training needs to be ongoing in the Retail based industry, libraries--posters aren't enough
2. (61 or older) much older
- 600 6. (21-50) 34 actual books
I appreciate your having tax return blanks available. Thank you for accepting donations of real books.
- 601 Excellent library
- 602 the service is horrible people on desk seems like they are not, what to do! all times
- 603 Most everyone is very helpful--one or two of the men aren't--
- I use the library as a comfortable place to do my homework in the study rooms. I also use the computers for free internet. Once in a while I love to use the cultural passes & the DVD's. The library has saved me & my family money. Now we can use the money that we earn - to pay for necessary resources like food & rent.
- 604
- 605 We are willing to pay for this with additional taxes. Please re-open the library on Thursday. Cutting these services to save money is a poor way to balance the budget. We enjoy the programs at the library in addition to books, etc.
- I saw a library on the news that will have no books, only computers! How very sad. Library to Go is too hard to use to get books on my ipad. Any book I want to check out for ipad has a very long waiting list and the browse feature isn't as interesting as the "look inside this book" feature on amazon.com. I buy quite a few books on amazon now rather than come to the library.
- 606
- 607 I [heart] the Library! Staff and volunteers do excellent work. Thank you for the valuable service you provide.
- 608 Enjoy the courteous staff and wide selection of materials that I like.
- 609 A coin/cash machine to pay fines would be very helpful. I would use it if there was one. Like the machine to pay for copies, only to pay fines.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 1) Why are book "holds" on bottom shelves, when there's room on upper shelves?[]
 2) Adult DVD area needs to be purged/weeded out[]
 3) Juvenile music CD's needs more drawers.[]
 610 4) Need 2 more drawers for teen music CDs[]
 5) Have u ever seen "L" shaped book ends? I think u can get more books on a shelf than the regular book ends.[]
 6) Re: water conservation--replace water faucets in restrooms with motion sensor or regular faucets that u have to turn on/off. The faucets u have now don't turn off automatically waste of water.
- 611 If you want to re-open on Thursday's, the city doesn't need more parks, we have long winters & don't need more
- 612 No higher taxes[] Close at 8. Open at 9 would be good
- 613 I love all that our library has to offer me and my family
- 614 Shorten the open hours to save money.
- 615 Keep up the great work. Thank you for the services that you provide for us.
- 616 love how the passport system works.
- 617 Neither. Earlier hours like 6:00AM
- 618 great great library I love the search and hold functions online !
- 619 don't care
- 620 I have been using Capitol Hill Library for +30 yrs. New patron here and I love this library !
- 621 Enjoy bringing my granddaughter to story times+the various weekend craft+for themed event. The holiday Family craft event was fabulous! thank you!
- 622 IF I WASN'T ABLE TO GET LIBRARY BOOKS BY MAIL, I WOULD BE VERY LONELY AND UNHAPPY. READING IS MY ENTERTAINMENT.
- 623 Please fix the "adult" water fountain on the first floor, next to the restrooms, near the copy machine. Water barely comes out-it's been that way for several years. (volunteers get thirsty!) Thank you :)
- 624 you are doing a wonderful job. We love all of your programs! This is a busy, fantastic library!
- 625 I think the staff does a great job
- 626 I'd hate to see someone needing to research for school, etc to have to wait--
- 627 Great job!
- 628 It's ok now that we are used to it . Use the \$ to buy Books.
- 629 We love the library! Very important
- 630 Love to check out & order books by computers
- 631 Great library--I would encourage people to move to Tigard just for the availability of books!
- 632 2. Lot older
- 633 Shutting the library impacted many programs offered by library and affected everyone. Must be reopened. Let other city programs suffer this time around!
- 634 I think Thursday should stay close.. Even [doyoh] shuld be Half a day on Sunday or close on Sunday...most people do it online....
- 635 Love the library! Best entertainment center in town!!!
- 636 I really miss the card catalog cabinets The computers are difficult--the program is not helpful.
- 637 I would like lower late fees, and the option to put my books in the mail box for returning and maybe delivery
 6. 50 circled[]
- 638 I love the convenience of requesting books online, then being notified through email that I can pick them up, and also that checked out books are close to being due.
- 639 The library is open 6 days a week--no need to spend the \$200,000. And I will NOT vote on any new bond measures.
- 640 We understand the Library is closed on Thursday and plan accordingly. It would be nice to have more kid events and publicize the events better.
- 641 Thursday is a good day to read.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 642 6. e-books circled
Thursday openings would primarily only benefit Internet users! Book people are not in a rush to have Thursdays
- 643 opened at a cost to other (and much less supported programs) Programs while necessary aren't visible as the Library
- 644 More parking at Library. I have left because of the lack of parking.
- 645 I think people can work around being closed on Thursdays. Save the \$\$\$'s--
- 646 Huge trade off dollars vs one day a week--
- 647 You all are doing a great job in costumer service and in other things to make costumers happy:) THANK YOU
- 648 I am impressed by everything about our library-programs, facility, staff. Wish more was available on e-books.
- 649 Why not just stick with a schedule, as you've gone back & forth on opening & closing Thursdays. Even with added bond measure \$\$\$'s, clearly your budgetary dollars are still an issue.
- 650 The library need not be open 24/7. The cost is way out of line for one extra day of library. NO MORE TAXES. I CANNOT LIVE AT THE LIBRARY.
- 651 When I return an article it seems to take a long time before it shows up on line that I returned it.
- 652 Think the library is great as is. I'm usually there every wk and sometimes check out 8-9 books at once. Also look @ some magazines while there. You do a great job overall.
- 653 Open Thursdays--The other branches are open. Balance the budget!
- 654 The library seems excellent as is. The staff is friendly, welcoming, & very helpful. As a new resident to Tigard I am now used to the Thursday closing.
I would not oppose having the library open but since it is closed and we are used to that, I am fine leaving things as is. ¶
- 655 Parking can be an issue--especially if there is something in the Community Room. Suggestions--only hold meetings/events in Comm. Room on Thursdays when library closed--or require & provide shuttle service for meeting/event attendees. Have them park in City Hall lot.
- 656 Re: Thursdays. Id certainly like Thursday opening but until we get al the city budgets more under control its better to take a little off each depts' budget.
- 657 Is there a quiet space to use one of the library computers? I do not see it. I would love a keyboard that adjusts.
- 658 5. you can do that?¶
We love the library. Granddaughter has thoroughly enjoyed the library story times!
- 659 7. only if not hurting other programs. Closed thurs is not terrible
- 660 Tremendous library: organized, helpful, interesting, exc. personnel, fabulous resources; did I convey that I love the place?!
- 661 Ability to use self checkout for DVDs would be a BIG help!
- 662 have computer classes on Facebook/twitter ebay --
- 663 Thank you for all you do & for the wonderful programs you bring to the community! Libraries rock! (Librarians, too :)
)
- 664 All in all, the Tigard Library is the best I have ever used. I am new to Oregon and have lived in Boston and 3 cities in California.
5. Retired¶
- 665 8. We view the Library the same as a bank--Dr. office--Govrm't offices--etc you plan "accordingly" and save the \$200,000--simple!!
- 666 Not sure. Things seem to be going OK with Thursday being a closure day.
- 667 I check out DVD's and CD (music) for the most part. Sometimes use your reference material.
- 668 I am now used to the library being closed on Thursday and would not like to see more taxation or reduction of other services
- 669 I love libraries, but we're all tightening our belts these days.
- 670 I want it to be open on Thursdays but feel like it needs to make financial sense too. I love the library!

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 671 I have nothing but good things to say about our Tigard Library!
- 672 2. 91 years old.[]
- 673 8. Keep up the good work. (and a dog sticker)
- 674 Cultural pass to OMSI would be great!
- 675 It's not broken--don't fix it--
- 675 I receive so much pleasure from reading library books, especially the great selection of best sellers! Thanks!
1. Practically never![]
7. We would oppose higher taxes to make it possible for Thursdays![]
- 676 What programs would have to be reduced--you do not list what programs would be reduced?[]
Do you have any figures as to how many persons utilize Thursdays for their library needs?[]
(And how many use the library as a whole?)
- 677 We are new to Tigard & looking forward to enjoying the libraries!!
- 678 The Tigard Library is wonderful!
- 679 Popular e-books, more new release Blu-Rays, more learning kids events.
- 680 Why isn't there much-needed parking on the north side of the building?
- 681 My whole family loves the library! We're so glad you're here!
- 682 Thank you for all you do
- 683 I would like the library to be open on Thurs., but if it takes away from other things...As long as the library is opened the rest of the week it's fine.
- 684 reduce other city programs
- 685 People can use other area libraries - Taxes are already too high - Why don't you put the tax forms on the first floor so I don't have to go all thru the library to 2nd floor to get forms - Its not convenient for disabled people you need more disabled parking spots.
- 686 Monday rather than Thursday closed?
- 687 We like the library & find the staff friendly and efficient, but due to age we just don't come in as often as we used to.
- 688 Magazine chips
- 689 Favor, but depends upon the trade-off.
- 690 I am home bound and although I had a library card in Hillsboro, when I moved to Tigard in 2004, I was told I had to get a new one and I can't do it online, I have to physically go to the library and I am unable to do that. So I no longer use the library and I do miss it.
- 691 You have an excellent library structure - facility and your personel a super people!
- 692 Opening Thursday now would put Tigard in a better position to gain "market share" when WCCLS goes out for a new levy, ie. invest now for future pay off.
- 693 I can't imagine any reason to be unable to work around the Thursday closure. Enough taxes already.
- 694 I really miss having library open on Thursday, but I don't want to reduce other services. Thank you for all your help this past year.
- 695 I can always go to the library on other days.
- 696 Other county libraries clean dirty dvd's while you wait; why doesn't this one. (lack of staffing is not an excuse.)
- 697 The computers all need to be cleaned off, there sticky and dusty & dirty including the mouse & stations.
- 698 Why so many DVD movies rated R? Garbage!!
- 699 Please provide more bulletin board space for local events. We faithfully submit posters for Mask & Mirror Community Theatre, performing right here in Tigard. We very seldom see them posted. Yet Keller shows, the Opera and other Portland events fill the space. Whoever is in charge does not post our posters. Please find a way to help. Pat Romans 503-524-2058.
- 700 Keep up the good work!
- 701 The library is perfect for my husband & myself. Everyone is very helpful.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 702 I favor re-opening the library; however, I'd have to weigh that option when I know which city programs would be reduced. We have a great library staffed by people who care about and take care of readers. Programs offered are also excellent!
- 703 Would support higher taxes in order to re-open library on Thursdays.
- 704 I use the library on Sat, Sun and Mondays. I check out books, music & movies. I also use meeting rooms.
- 705 Very nice facility.
- 706 Unbelievable that all the surrounding towns have new libraries, also & are open 7 days a week. Is Tigard that poorly managed?
- 707 Thank goodness for the Tigard Public Library.
- 708 I would not appreciate seeing other city programs be cut to open the Library on Thurs. RAISE taxes. The Tigard Library provides an essential service. I was upset to see it closed on Thurs.
The public computers are filthy you could clean them and sanitize them. Noise level is getting out hand Parents are not controlling their children. Should be limit on DVD's being checked out - it is absurd to see people checkout 10-15 DVD's at a time.
- 709
- 710 Enjoyed use of newspapers from WWII - I was in school at old Lincoln High Portland & am writing memoirs for class project & my family - Many thanks to your helpful staff - Love the library - smell of books is great!
- 711 We love the DVD selection. So happy the library is open weekends!! Thurs. is a good day to be closed. Thank you.
- 712 The people are great keep up the good work.
- 713 It seems short sighted to have spent all the money for a new library without already having the funds to operate it. TAXES ARE HIGH ENOUGH! Do with what you have.
- 714 Now retired. Strongly in favor of Library services but don't currently use many. Attend lectures at Library occasionally and go for tax forms/pubs. I subscribe to 3 newspapers and 6 magazines -- that is my current reading. When I was younger I read books frequently but would buy them.
- 715 Not an inconvenience for us to have it closed on Thursday. Just takes a little planning.
- 716 Excellent library - We are both retired and have lived in Tigard for 35 years.
- 717 I'd be willing to pay higher taxes to keep Th. open. ¶Symphony storytime was great!
- 718 We would love if the barcodes on the covers of books (especially picture books) didn't cover the titles or critical pictures. Wouldn't the back be just as good?
- 719 We have adjusted to the Thursday closure -- and plan our visits around it. No need to raise taxes or cut city programs.
- 720 I would appreciate it if the reminder emails for books that are due back soon came closer to their due date or even on their due date. When I receive those reminders I usually feel like it is too early to renew, but then if I don't renew right away I forget. Thanks.
- 721 I love our library and the staff is always helpful. Please do not close down another day, it is a very important part of our community. Thank you.
- 722 I would like to have the ability to use Ancestry.com on my home computer (with library card number). And I think that the WCCLS website should be more forgiving/helpful when searching for material. For example, spelling must be exact. So must the format in which you enter information. I've been told that an item is not available, only to find it later by searching in another manner. Maybe it could offer suggested spellings, like google.
- 723 I love our library! ¶ truly love the fact that I can search and reserve movies, books, CDs online and come into the library and quickly pick them up. It is also very easy to return items as well.¶ A couple of times each month, I come in and pick up a couple of magazines to read in the back room that has the fireplace/couches and big windows - that room is a very nice and cozy place to just sit and read.¶ I do wish the historical room would be open more hours though.
- 724 Why don't you open the library on thursdays and just close an hour earlier each day. that way the hours open are spread out evenly seven days a week.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

743 The library provides a vital service to our residents. It serves as a central meeting place, a place to learn, provides computer access necessary to find and apply for jobs, and is a community center. It was a huge mistake by the City Council to close it on Thursdays and reduce hours on weekends. I expect basic city services, like the library to be funded fully in good times and bad. The citizens of this city approved a bond measure to build this beautiful library --- they also intended that it be open for their use!

744 Overall, the library is great. I bring my three grade-school age kids once or twice a week. One or two additional self-check stations would be helpful.

745 I love the library. I love all the woodworking books Tigard carries. I have always supported the library system when we needed to increase taxes to have library stay open. I think closing one day of the week is not a huge disservice to the community, if this means not having to cut other city programs as I can only imagine how tight budget is everywhere.

746 I haven't lived here long enough to answer #7. I assume Thursday was chosen as the least busy day? Did the traffic increase on other days? I have been totally pleased with the service and services of the library.

747 A 3D Printer when we don't even have the money to keep it open on Thursdays? Really? Who is running this place? a Liberal?

748 A community 3-D printer or other resource to to make ideas real for local makers/inventors/kids would be really great.

749 Make sure that all of the Internet computers have the latest version of Adobe Flash Player installed!!!

750 In the past, I have frequently used the over night drop boxes to return DVDs. CDs or books after library hours on the day of the return due date for the item. I have had many incidents (usually streaky) where the library recorded a returned item as late that had been put in a drop box after library hours, but on the due date. In the past, all librarian clerks have removed fines on my account due to a return date recording error by the library except by one librarian. With my incident she told me I was the ONLY library patron who ever made claims that the library incorrectly recorded the return date of items that were put in the after hours drop boxes. She refused to remove multiple day fines for CDs that I had timely returned to the walk-up drop box. I resented her implication that would lie about return dates for items with a \$0.15 cent/day fine and that I'm the only person who has ever claimed library recording errors of items returned via after hours drop boxes. Also I would have reported this service complaint last Fall, but I was unable to find a patron feedback link at the library website. Since I can't rely on the library to correctly record the return date of items returned via the drop boxes or to remove fines incorrectly assessed when recording errors for return dates are made, I no longer use the library drop boxes. I have to return checked out library items directly to the librarians at the checkout desk during library hours. I suggest the library monitor the accuracy of their drop box return system before blaming their patrons for errors made by the library. I know such monitoring has not occurred because of my past experience with incorrectly recorded return dates for items returned via the drop boxes. I also suggest contact information or a patron suggestion box be created at the library website in addition to this annual survey via the city of Tigard website. Thank you for this opportunity to comment on library services

751 We love the library and take advantage of it as much as we can as a family. Although have Thursday would be great. We can adjust our schedule to accommodate. I think most people are able to adjust schedule for this amazing free resource. I would like to see the library close on a different day Tues or Wed. Since there are Free competing storytimes on thoses days, Barnes & Noble=Wed. Pottery Barn=Tues. MuddPuddles=Mon. For many families that can't afford to send to preschool, we fill our pre-school agers with free storytimes. And it is nice to have a place to go everyday without having to spend money. The library is and has always been our go-to place,

752 I LOVE the library. I couldn't afford to read if it weren't for public libraries.

753 process returns in a timely manner...many times items are returned to the outside drop and it takes 2 - 3 days for the returns to post to my card

754 Question 8 needs a "no opinion" choice. I don't visit on Thursdays and think it must be helpful to the staff to have a day when it's not open.

755 I would need to know more about the city budget to answer #7. I think your programming is excellent.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 756 I was browsing your library's adult foreign language section but could not find any books in French in that area. This surprised me because there were a lot of books in many other languages. Perhaps I was not in the correct department - I know sometimes libraries have materials spread out in different areas that may not be immediately obvious - but if indeed you do not carry French novels I would like to suggest you do. It seems to be somewhat difficult to find them in this area so the choices are limited. I think expanding the foreign language section in general would be a wonderful idea because a lot of people now are taking it upon themselves to self-learn a new language by using all the new resources found on the internet. After the initial learning of the basics it is important to gain exposure to real word resources, so new novels are a great and fun way to do this. The same could be said for foreign language films - I haven't checked yet if you carry these or not, but they are a great way to help learning the accent and pronunciation.
- 757 Seems like a lot of money juts to reopen one day a week. I think you surveyed users before making the decision to close on Thursdays, that this was the day of the week which had the lowest use. This is the type of thoughtful, data-driven decision making we need.
- 758 The only ongoing comment I might have is the decibal level of patrons using the library. I would find it difficult if I were a student trying to study, someone using the internet or simply a person wanting to spend a quiet afternoon reading or researching material. People should take their conversations outside and keep their children from running here and about the library as if it's an extended playroom. Not sure how this has come about over the years, but a library used to be known for it's quiet atmosphere and librarians were there to keep it that way. Don't mean to sound so harsh, but the situation has truly gotten out of hand. When a librarian was asked about this recently, the response was "We don't want to offend anyone." Otherwise, the library is a continues to be a great service to the community.
- 759 I typically use the library to check out videos or research Consumer Reports information etc. \$200K a year to open for one more day a week is appx \$3900 a day to operate and that seems ridiculous - patrons can go on another day when the library is open or look online for what they need. I will vote against the measure.
- 760 I've been very impressed with this library. Friendly, helpful, variety of books and periodicals, email reminders and newsletter!
- 761 Keep up the great work! Our library is a wonderful resource. I'm always pleased to see the number of young children who love going to the library. The only suggestion I would have is to increase the number of parking spaces, but I understand that space is a premium.
- 762 Additional copies of ebooks would be welcome since many of the books are checked out continuously and have a long waiting line. Overall, you do a great job. Keep up the good work.
- 763 I would support re-opening the library if you changed the closed day to Sunday.
- 764 One of my favorite places!
- 765 can not for the life of me see why it would cost 200,000 for one additional day a week. is that a realistic figure?
- 766 Very friendly and helpful staff, very supportive volunteers, wonderful access to all kinds of materials, so appreciate our library!
- 767 Wonderful resource for Tigard and those in the region. Staff is very friendly and helpful. Keep up the good work!
- 768 Creative Suite would be awesome, I also read a lot of e-books. [The age range 26-40 is really wide. I fall on the younger end of that spectrum, and don't feel like services generally address my needs. The programming seems to be for kids or older folks, which is ok. It would just be nice to have a few programs that would catch my interest. How about - Pinterest craft day (experts on hand for project advice), Designing your home party (baby and wedding showers, superbowl, etc... how to DIY), Young House Love (tips from local experts), Biking Tigard, Outdoor Concert (See Nate Botsford or Ian James for local musicians)] I also get most of my reading advice from the internet. Lately: books to read in 2014 before the movie comes out, Good Reads, etc. Do your librarians have a good reads account? Updated booklist that I can download?
- 769 My family is willing to pay more taxes to keep the library services!

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 770 Speaking for Library Shelves: try to work harder at maintaining "wobble room" on the shelves, for inserting returned books. It is frustrating for shelvees to have to return books to the circulation room due to the lack of room on the shelves.
- 771 Library staff is friendly and courteous. The library is organized, efficient and well maintained. Thank you for all your efforts addressing the needs of the community. You are greatly appreciated.
- 772 Even though I live in Tigard, I go to the Beaverton Library. The Tigard library is closer but Beaverton seems to have much more to offer. The only advantage the Tigard Library has over Beaverton is the donuts. But sticky sweets and books shouldn't go together anyway.
- 773 I would like to THANK the Tigard library board and all of the volunteers and staff for making this the BEST library in Oregon!
- 774 I would love the Library to be open on Thursdays, but don't want to raise taxes or reduce other programs at this time. What about opening the Library earlier on Sundays?
- 775 I liked reading about how libraries are going to remain relevant going forward in the age of technology. I want to link my iPad to Tigard library but think its "old fashioned" that I need to physically visit a library to get a library card- why can't I just sign up online? I would support e-books and look forward to 'checking out' different books to read to my four year old as a treat on our iPad.
- 776 My schedule often lends itself most to me coming to the library on a Thursday. Not having it open has been a huge negative for me. Why not continue to have the Tigard police give out as many traffic tickets as possible, including some that should not be given or are for very minor infractions that would be ignored in other communities, to get the \$200,000.
- 777 Just from a personal use standpoint, I would like to see more large print books. Often I use the Beaverton city library for wider variety of fiction.
- 778 one day a week closed is ok it would be nice to have it open on Thursday but not at the cost of higher taxes or reducing city programs. The programs are cut enough and the taxes are high enough.
- 779 Staff is always ready to help! Enjoy programs offered in Community Room! My thanks to all the staff and volunteers who make my Library experience so positive.
- 780 Perhaps an inter-generational reading group for teens and adults. For a wide perspective on literature. OR book club that revolves around PBS/ Masterpiece Classic shows.
- 781 If the City can waste over \$70 grand on the ridiculous-looking sculpture they want to put in downtown Tigard, they can certainly come up with the funds to reopen the library on Thursday. Where are their priorities? I can't see how two sculptures for people to look at (and probably make fun of) even remotely compares to the ability to learn, use the computers, attend programs or some classes, read magazines or newspapers and check-out books at the library.
- 782 Everyone I come across that works at the library - either at the desks or shelving are so great, helpful, and welcoming. Tigard Library is the best library in the area.
- 783 I don't mind the library being closed on Thursday since it's open every other day of the week. Tigard library is my favorite library. The people that work there are kind and helpful.
- 784 I wouldn't mind the library being open or using additional taxes, however I don't mind it being closed on Thursdays. It's pretty easy to fit around my schedule.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

Reduce other city expenditures like adding to the walking trails. Many more people use the library than use the already ample and delightful bike and foot trails.[]

[]

It is awkward and creates a road block at times when we are forced to drop off books and materials in the drive-through drop box and then go all the way through the parking lot before exiting the library grounds. Isn't there a way to let cars exit the lot easily without the aforesaid maneuvering? Maybe a painted lane and arrows on the pavement to delineate the traffic patterns?[]

[]

- 785 The first thing one sees when entering our gorgeous library is the badly deteriorating benches and trash can. They were so beautiful when new, but obviously the wrong wood and or finish was used to preserve them during inclement weather. They should be stripped and redone or replaced with teak or something for outdoor use. Maybe you can find that in your budget or create a fund we could all donate to for that particular purpose. [] Maybe some volunteer has the ability to do it him/herself if he/she were paid for materials only. [] We all know how much first impressions count.[]

[]

Out of all the suggestions that I have offered over the years taking this survey, I have never seen anything come of them. Does anyone of import read these surveys or are they just taken to make us feel we have a say on how our taxes are spent?

- 786 Keep up the nice job -- library facility and various community programs are great!
- 787 I live outside Tigard city limits so even though I would like the library to be open on Thursdays I would not have to pay for it with higher taxes or lower services.[] I particularly like the author talks you have sponsored this year. Very high quality and interesting. Of course, I check out many books, but I think the large community meeting room is one of the best features of the new library. Thanks for all you do.
- 788 More ebook availability
- 789 Thanks for a great library.
- 790 Would like to see more reading clubs for kids. There seems to be a demand since participants are chosen via lottery. Is there any way to have another one so more kids can participate or to increase different kids....not allow kids to participate 2 years in a row so others get a chance.
- 791 Have an app that can be used to check out, reserve & renew books
- With respect to item 7, I don't think it is an either or. I suggest reducing hours on some days to make up for Thursday hours. I suggest 1200 to 2000 Monday through Friday as a compromise and leave the weekend hours the same. It would seem easier to staff using an eight hour day than a 10 hour day. I think this would be in the best interests of the community and patrons. []
- []
- 792 It seems to me there are also significant opportunities for efficiency and to save money in the budget for extra hours in examining the front lobby operation. There is a huge workforce assisting the checking out of books, etc., much of which is automated at other library systems or districts. TPL has far too many employees in this area. You have two automated machines to check out books that work great but they not regularly used. Force the issue with patrons. They get used to it and come to like them. I did. I suspect TPL could eliminate 2 to 4 FTE positions if very simple measures were taken!
- 793 Drive through hold pick up
- 794 Going more digital, closing on Thurs. is a good way to save \$200,000.
- 795 It really depends on what would be reduced. Thursday is the day most convenient for me to go to the Tigard library. I would go much more often if it worked in with what else goes on in my life. I was so pleased to have it open January 20 so I could check out a book I needed immediately. On the other hand, maybe other people would have a hard time coping if something else was cut to fund Thursday openings.
- 796 Have a few more more copies of current popular books available. E-books or traditional hard bound or paperback books. Thanks for all of your hard work.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 797 Let parking lot traffic enter and exit the first opening on the left. It is made to handle two way traffic. No need to wait for cars pulling in and out and people crossing to the Library entrance. Safer for the foot traffic that is crossing. It makes sense.
- 798 I don't understand why it would cost \$200,000 to reopen the library one day a week when the staff is mostly volunteer. Our taxes are high enough as it is and other city programs can't be cut any further. The city is already working part-time. Maybe it's time for some salary cuts for management.
- 799 Thursday opening: Depends on where the money comes from, specifically. Need more self-checkout machines. Please don't put the barcode and other labels over the title of the book or the author of the book.
- 800 Keep up the fine, friendly work. Every staff member is a treasure--helpful, interested, kind.
- 801 I have enjoyed excellent service from your staff the almost seven years I have been living in Oregon. They are efficient, courteous, and friendly. The parking issue needs to be addressed, even though I wouldn't mind parking in the church parking lot, and crossing Hall Blvd if it is acceptable to the administration at the church. I like it that you are so closely adjacent to the Senior Center. Keep up the excellent work!!
- 802 RE; #8, It is OK to have one day a week without access, but the question is poor. Without knowing what areas the funds would come from, it is impossible to say what is of more value. I.E., if it is police then no, don't divert the funds. If it is barkdust for a doggie park or watering grass, then the library of higher value to me. Same with taxes; taxes on what? You have worded the question in a way that your results will not be reflective of the respondents true thinking.
- 803 It would be nice to have the Library open every day of the week, but when it means more expense and higher taxes for people who support the presence of the Library, the burden of that outweighs the privilege of having it open all through the week.[]
- 804 I appreciate all of the great events that Friends of the Library provide for the community's benefit and enjoyment. The Tigard Library is a state-of-the-art and needed, positive addition to our community. I haven't personally availed myself of all of the programs and ammenities it provides, but there are people who do and reason enough for their existence. Kudos!
- 805 Love the library. If you can reopen on Thursday without extra costs to taxpayers or reducing city programs, that would be great. Otherwise, status quo is great too. We're downloading more and more e-books, but enjoy personal visits to the library, where we often borrow movies and music.
- 806 I am fine with the library being closed one day per week. It does not negatively effect our family at all. We LOVE the story times and all of the extra kid activities that are available! We would prefer you invest in those!
- 807 Love the library. Everyone is so helpful and nice!
- 808 Develop card-less checking out library materials buy some commercially available process, or by looking up a library card database and verification of identity. Lots of us leave our cards at home and do not discover that until we pull up to the front door of the library!
- 809 I favor opening the library on Thursdays, but I understand the budget issues and the closure has not been a problem for my family. Could it be opened on Thursdays in the summer or on school breaks?[] Thank you for being our favorite library. It may be the doughnuts, but the books and programs are good, too.
- 810 The entire staff at the Tigard Library is welcoming, capable and helpful.
- 811 I use the library primarily to get e-books.
- 812 I appreciate your hosting the AARP tax report preparation class.
- 813 The Tigard Library is wonderful--such a great building and the staff is great.
- 813 I LOVE the Tigard library. I am just a full-time working adult without children that is an infrequent user. I plan to use it more with e-books and audio books as I get to know the system better and more titles become available.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 814 I suggest support for the library would be greater if you focused on your mission. I don't think that showing the Super Bowl, including offering snacks and soft drinks, is part of the mission. The Super Bowl features beer commercials and scantily clad chicks. Is this part of the new library mission?
- 815 Shelves are often too crowded. Temperature in the library is too warm in the winter. I would like the library to carry more TV shows.
- 816 Increase the overdue book charge to help fund reopening of the library. \$0.15/day is to low considering most hardback books cost \$15 to \$25, or more if purchased new at retail.
- 817 More computer classes.
- 818 I rely heavily on the library for low cost/no cost reading materials so please keep up the good work!!!
- 819 Why do holds take so long in transit? I put a DVD on hold on a Tuesday. It was on the shelf in Beaverton, but it was not available in Tigard until Saturday. Four days. In King County it takes 1 or 2 days max for something that is available on the shelf in another library.
- 820 Upstairs book aisles are too dark and the authors are difficult to read. Need more lighting and color overall in the library to make it more inviting. Beaverton library is a good example of this.
- 821 I love the library. I think the services and resources offered are great. The people who work and volunteer are very helpful and friendly. While it would be nice to have the library open on Thursdays, I have gotten comfortable with it not being open and it is no longer inconvenient. Thanks for making the library such a welcoming place. I especially use the e-books. That option is awesome.
- 822 Beautiful building and grounds. Enjoy attending community programs, lectures, book sales etc. Keep up the great work!
- 823 I have rediscovered our library and I love it and the people who work there, whether volunteers or salaried!
- 824 It's not unusual to find several adult DVD titles with 4-8 copies each. Given the cramped shelving, is this the best use of the space available? Suggestion: Offer free of charge classes for parents with children that frequent the kid's area. First class could be: "The exit nearest to you, when your Little Darlin' is acting out". Second class could be: How old does my Little Darlin' have to be before I can bring she/he/it back!?
- 825 none
- 826 If you add another day subtract hours from the other week days
- 827 DEPENDS ON WHICH SERVICES WERE BEING CUT
- 828 Sometimes the volunteer library greeter is a bit rude or gives wrong information. I feel this reflects poorly on the library. It seems like it would almost be better to have no one there than to have a rude volunteer.
- 829 I only oppose opening on Thursdays because it would mean sacrificing another program to do so. I am in favor of the library being open as long as possible but not at the expense of other city programs. I feel this way even though I don't even live in the city of Tigard.
- 830 I love the Tigard public library. It would be convenient if it was open on Thursdays. More seating in the lobby would also be nice for people who wish to eat and study/read simultaneously. Occasionally the checkout area can become congested, but the staff are efficient and helpful.
- 831 keep up the excellent work!
thank you all for the services you provide
- 832 Tigard Library is well kept, clean and staff regularly check on restroom is disable/senior need assistance and to make sure is safe for all to use.
Staff are helpful, friendly and knowledgeable of resources available for the public.
- 833 The default volume for the three touch screen computers next to the kids area is very loud. I'm always having to reduce the volume before my child can safely use the headphones. Please, if possible lower the default volume setting. It's better than hurting the hearing of kids who will already be fighting hearing loss from their ipods and earbuds :-)
- 834 great facility
- 835 I only say 'oppose' on #7 out of concern as to what those other services would be effected. That is not clear.
- 836 The Tigard public library is a great place to study, do H-work, and also have fun taking classes that they provide. And also the staff is super friendly!!!

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 837 Very low temperatures in this building throughout all seasons of the year.
I love this library. I wish you had some ottomans so that I could reduce the pressure on my low back by raising my legs when reading. Diabetic people need to raise their feet often and they would benefit from this as well. Lastly
838 and most cost efficient is that no matter the season of the year it always feels cold in here when I come in. I understand that in the winter it costs much to keep the building warm but in the summer setting up the AC so high is actually more costly. Most cost efficient and easiest change would be to not have the AC so high in the summer/hot days. Thank you Tigard Library, you ROCK!
- 839 Keep up the great job you do!
- Noise is still a big issue inside the library, mostly because quiet is not enforced as proactively as other issues. We can't snack inside the library (or risk being jumped on by a librarian) but people can talk loudly, use cell phones, etc. without comment from those same librarians. One of the main reasons I come to the library is for peace and
840 quiet. But librarians walk right past noise people, cell phone talkers, and parents who insist on reading loudly to their kids or have their kids read to them loudly, with no consideration for the rest of us. It doesn't seem fair to enforce some of the rules but not all of them. Either eliminate all of the rules, or enforce them all equally.
- 841 I love this library and all of the staff.
- 842 I think being closed on Thursday is helpful for the staff to be able to restock and assist with items being returned :)
- 843 undetermined with question number 8 I do not have enough information
- 844 Keep up the great work! Many busses go to other libraries so I feel the need is not justified to re-open on Thursdays at the stated cost. I think more workshops and skills training is a better use of the money.
- 845 Keep the SMELLY tramp's out of the library!!!! There has been a fellow sleeping in the (once) nicely upholstered chairs for the past two weeks! . I can smell him from 30 feet away! But was told that alas - "we have no smell policy." Tigard Library...Hobo Heaven. Those that pay the bills...tough luck!
- 846 As much as I would love to have the library open on Thursdays I don't want it to affect any one else negatively. However, thank you for owning and running a gorgeous facility and being here when I need you. Cheers!
- 847 I would like to see the library provide access to Freegal music downloads, as the Multnomah County Library does.
- 848 Love is library, It's the best one in Washington Count!
- 849 It is a great library used by hundreds of people each day, and well run. Should be open every day!
- 850 I really like the library!
- 851 How about opening when the weather is not really that bad. Like yesterday? Febuary 9th Sunday? Do employees get paid for yesterday?
- 852 To save money, I do other things on Thursday and use the library on Sundays and Fridays.
- 853 Next time you do a survey, remember which computers ip addresses have already taken survey so we do not get this question asked everytime at login
- 854 None
- 855 It is often loud downstairs and so I think you should allow cell phones to be used downstairs. I also think the library should get video games and TV series.
- 856 This is an amazing library & everyone does an outstanding job. The noise from the patrons, especially at the computers & cell phone usage, seems to be much less this past year.
- 857 for those who use their own computers, have more electric plug-ins at the tables
- 858 Because I like coming to the library almost every day, I am definatly in favor of it being open on Thursdays.
- 859 No need to use library on Thurs
- 860 Keeping library open on Thursdays should be a high priority and I favor reducing other programs to keep library on that day.
- 861 Keep out cell phone use, and thank you!
- 862 The people at the library are awesome and always helpful when I need assistance. I just wish you guys were open on Thursday, as I don't work that day.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 863 We keep getting hit up for bond measures to assist our library as to the needs of the people, what happens to that funding and why does the city always have to go to the public for more taxation? Why can't the funds in place take care of the needs allocated to these various projects? It seems that the city is in dire need of someone who understands the city of Tigard finances. Thanks for reading this, Loyal library user.
- 864 This is one of the best run libraries I have ever been to and I am a well traveled person. Keep up the great work!
- 865 Great staff! Great services! Great programs! Love it!
I appreciate the library and the excellent staff. The staff at the reference desk are very knowledgeable and helpful. I have been to some other library and their service is minimum. Thank you and hope the library can open on Thursday soon. I love the library lab on Tuesday!
- 866 Sincerely,
Faithful Library Patron
- 867 Printer a little more user friendly, not always easy to print off items from "Yahoo" software. Thanks for a clean, friendly and helpful library staff at this facility.
- 868 Love this library !
The children's programs are an amazing resource for parents and kids! It is clear that much time and resources go into planning developmentally appropriate activities for little ones that parents can access for free. I wish the classes weren't quite as full as they are.
- 869 I am going to game your survey by filling one out each time I am asked. I am answering the way most fiscal conservatives would answer it and hopefully crushing any scofflaws who may be on the other side of my ballot doing the same. :) Nice staff.
- 870 I don't know much about the matter so, I can't even give a clear opinion. Sorry
- 871 I love the library and come almost every day and all of the people are so nice. •
- 872 none
- 873 I used to live in Tigard but have moved to Sherwood. Still come here, tho, as this library and those who work here are the best!
- 874 I find it entertaining when the arrival of a hold is announced on the day the library is closed. I'm only semi opposed to reopening on Thursday. I think if it was a shorter day that might be good-like doing 2-7 just to give some time within and outside of school hours.
- 875 Please post hours on a sign closer to the parking lot, for those of us who forget what hours you are open.
- 876 Use Tualatin branch
- 877 this is the best library in Washington county
Providing disposal sanitary wipes here at the computers might be a good idea, given that the custodians usually don't wipe the computers/keyboards/tables down and they can get pretty dirty. Other than that, this is one of the nicer libraries in Washington county.
- 878 Great Library. Great Staff
- 879 I think a one day closure of the Library does not hurt school children, working or non-working adults or retirees.
- 880 ...just a great place and fine people.....!!!!!!
- 881 I am here on the passport program and use the library for computer work on my own computer and to study. I don't live in the area so can't vote on the taxes issue. The library is beautiful. This morning I enjoyed watching a heron in the field while I worked.
- 882 Noting so far! It is awesome for is offered. The Tigard library is limited on stuff and updates, but it makes it nice. The library is improving, and not too fast. :D
- 883 The library and staff are awesome!!! Thanks for all you do for us!!!
- 884 as a volunteer, I find the staff to be very patient, helpful and friendly. Thank you!
- 885 i am actually torn between opening on Thursdays or not. yes I do because my teenage daughter loves the library and no because it does save a little bit of money. we as a family love the library and will continue to use it no matter what days it is open. Thank you
- 886 no eating or drinking going past in to the library from the lobby

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 910 Thursdays are my days off - I miss the library being open on Thursdays and I am willing to pay more in taxes to help see this through. I don't, however, favor in higher taxes to be sent to anything that has to do with the new Walmart opening up in Tigard. I know our taxes have gone to this particular "project" rather than keeping an educational facility open such as our library!
- 911 I would favor reopening the library depending on what kinds of cuts would need to be made (I would have to make a value judgment; one that I couldn't decide on until seeing the proposed cuts). Otherwise I would be in favor of higher taxes. That's what taxes are for!
- 912 On Thursday, I schedule time at Oregon WorkSource in Tualatin and use Tualatin branch; or go to Beaverton branch library. It is great to have Tigard Library open on Friday until 9:00 pm when the other branches close at 6:00 pm. Thank you!
- 913 I understand that Thursday is a major hard hitting issue however instead of trying to be open that one day could you change the day that it is closed or have earlier hours? I just moved here and I would love to be able to use this library early in the morning. I do not yet have internet at home and probably will not have it for quite awhile. So being able to take care of things early would be ideal. Also the movies are a nice touch to check out BUT I am having a hard time finding movies that will play all the way through the first go around or them freeze then I have to restart them.
- 914 Tell them the truth ! We need the money to fund operations on Thursday and then give them a list of the new books and audio visual equipment we need. For example like this :
We need : 1. New headphones for all the computer in the Tigard Library 2. We need new copy machine that will receive email so people can print it ...3. We need 10,000 new books. You may also add reason to your request by quoting the exact increases of numbers of new people who have been added to your library patrons list and that informed people definitely will help to reduce crime! Good luck.
- 915 People not turning off their cell phones and talking on them in the library. Cars going the wrong way in the parking lot ignoring the sign on the pavement.
- 916 I don't see the need for the Library to be open 7 days a week. You have good hours of operation for the working, unemployed, non-working house person & families that need the use of your facilities the six days you're open. I would like to see when a new school is built that the School District and Libraries have a joint venture of having a publicly operated Library accessible to the Public & school students from 8am - 9pm. I think this would cut the cost of duplicate expensive buildings to build, operate and maintain. Also provide the schools with certified Librarians and volunteers throughout the day, thus reducing duplicate cost in salaries and benefits to Librarians.
- 917 Strongly favor library open all days. Strongly support modestly-paid internships for undergraduate and masters library science students
- 918 I think you guys are doing a great job. I'm very happy and thankful to live so close to such a nice library.
- 919 six days a week is fine.
- 920 HAVE A NICE DAY THANK YOU FOR BEING HERE !!!!!!!
- 921 you are doing a wonderful job. everyone deserves a day off, continue to take Thursday off? almost the same reason, we don't need mail delivery on sat. America can't wait two days without mail? im not sure but I think fuel in the u.s.a. is about 5 million a day for their trucks. I would like to know.
- 922 I don't live in Tigard, so I have no problem with raising taxes.
- 923 Thank you for being such a FANTASTIC resource!
- 924 I like the volunteers and the program to volunteer.
- 925 offer or have more classes and free classes or seminars at the library.
- 926 I chose to reopen library, however reduced city programs and/or higher taxes could pose a burden to the city. What if the city asked for a small donation every Thursday to fray the cost of opening the library. Then the cost isn't exacted on anyone, but rather it would voluntary.
- 927 I would suggest having the library closed a different day. However, I just moved here from Wisconsin and love the fact you have the free cultural passes for us to visit new places.
- 928 Best place in Tigard; keep up the excellent work!

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 929 I'm torn about re-opening on Thursdays! I really appreciate the library... however, in these economic times cost and public funds are an important issue and the one-day a week closing of the library makes sense if funds aren't available. Therefore, Thursday is also a good day to choose if one day of the week needs to be chosen.]]
On another note... I'd like to express my appreciation for the quality, abundance and access to the internet provided by the library. I'm going through a personal transition and this aspect of the library has helped to carry me through these tough times! Thank you!!
- 930 As much as I would love to have it the Library open on Thursdays, I have to say that I do not use it or its resources enough to warrant its taking funding from other city programs. I think it would be wiser to raise the taxes -just - smdge- in general, but I doubt it will happen. Oregon is a state where people tend to move - in part- because of the lack of taxes. (E.g. : No sales tax.)]]
In truth most of our roads would be in better condition, our schools would be in an actual state of repair, and much of the infrastructure would be stronger - if we did have actual taxes (other than property) to draw from...
- 931 It is so important to provide access to books and other vital services provided by the library. I strongly favor re-opening on Thursdays.
- 932 maybe if a solar panel or small wind generator was put on the roof of the library we could offset some of the cost of keeping the open all week.
- 933 The library is the heart of this community. Not only do I enjoy but it is wonderful to see the number of people of all ages using the facilities. Thanks for such a wonderful space in such a hurried world:)
- 934 Why have duplicates of some books, none of others in same series. I.E., in CD books, Janet Evanovich, several copies of certain books, none of others. Why not space it out....distribute extra copies to other libraries, get their extra copies.
- 935 While I favor opening the library on Thursdays, I would prefer the money be used to PURCHASE MORE BOOKS. I remember when the new books took up several rows of shelving -- now barely 1 row is filled. Browsing new books on the shelf has been thrilling and enriching for me and I assume others. Thanks for all the good things you do.
- 936 Entire staff is always pleasant and exceedingly helpful. I would visit more often but I'm a sr citizen that doesn't drive & the #76 bus service to the library from the Main Street transfer point is nerve-wrackingly unreliable.
- 937 Wonderful staff, lovely facility and good parking. Being closed on Thursday is not a big issue in the big picture. Leave it alone. \$200,000 is a lot to save!
- 938 Would like to have more displays of new or popular books like in Powells...it would promote introduction of different areas of interest. Different categories of books could be highlighted such as all new travel books or DVDs. It would broaden interests.
- 939 I have enjoyed the special programs occasionally offered in the community room.
- 940 More E-books please!
- 941 The last survey I took, I made a comment that the check out staff were not approachable in their service to the public. However, recently I have experienced very nice and helpful staff at check out. At one time, the library provided a connection to our community, but with the use of self-check out and computer searches for books etc., that connection is less and less. So when I do have to check out at the desk, a smile and friendly greeting is always appreciated by me and my family.
- 942 Love your library - visit infrequently since we are closer to Wilsonville Library.
- 943 I like some of your programs and the idea of the library as a community hub. It would be nice if this were extended. For example, it would be nice if educational groups (such as the origami group POPS) could meet there.
- 944 Would really like to have a kids' chess club and/or book club (at least age 9+).
- 945 I appreciate the services provided to me and my family over the last 20 years. There is one thing I must mention that has happened several times: I will ask for a specific book and will be told that it cannot be found. I will then contact Tualatin library and they would order it out of state for me.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- I am using the Library computers at this time, I don't have a personal computer connected to the internet. Your computer service suffers from some downside (I do understand the concept of cost and that you will never be able to afford to satisfy anyone fully) But: 1. The working conditions are cramped and not well designed to get anything done that needs to use, or create, notes in using your computers. 2. Your programs are really behind the times. Some current updating of your programs would be welcome.
- 946
- 947 Reduce weekday open time and extend weekend work time.
- 948 I think the fine for losing a DVD is too high. I lost a Wreck It Ralph DVD (part of a DVD blu ray set) and I was charged \$45. Although I was eventually refunded \$15, the initial fine is punitive.
- 949 I would like to see more e-books and a quicker response time to wait for the books to process to your computer.
- 950 \$200,000 seems pretty steep.
- 951 I don't mind the library folks knowing that they always have Thursdays off, I feel this is important.
- 952 I wonder if opening the library on Thursdays according to a seasonal schedule would be an option giving kids a chance to go in more for summer reading programs when school is out.
- 953 I think the library staff does a great job.
- 954 yolo
- 955 Love our library!
- 956 I love this library. Beautiful and spacious with plenty of media options and great employees. Thanks.
- 957 Love story times and all the kid programs. The teachers are great! Keep up the great work!
- 958 Raise taxes, the library is too important to keep closed on Thursdays.
- 959 I've learned to adjust to the Thurs. closure and it's not a problem for me so I'm good either way. At this point until the economy improves enough I would not want to deprive any other program.
- 960 Having library closed on Thursday is not great hardship for me.
- 961 Thursday closures are a HUGE pain! Also, after logging in to the Library website, I now have to click a time or two to get to a search, it seems my only choice is a KEYWORD search. I would REALLY like to return to a drop menu search on the first page after login. Thanks.
- 962 Not sure on #7
- 963 Include a suggestion system somewhere on the website for ebooks to add to the library's collection, much as there is one for physical books.
- 964 This is the best library I have ever used. I am extremely happy overall with everything you offer and the many services you provide. Thank you very much to everyone!
- 965 If people can't manage their time well enough in 6 days, I don't feel spending \$200,000 annually is a priority
- 966 Great job!
- 967 more jobs should be provided
- 968 My family gets great enjoyment out of the library and like the programs offered. I am OK with having it closed one day a week. Thursday is a good choice.
- 969 Parking is sometimes a problem. Love our library
- Suggestion re #7: Consider operating the library on a shorter schedule on Thursdays, for example opening at noon and/or closing earlier, depending on when the library is less busy. It seems that the library is usually busy whenever I come (usually during the day at various times) because the parking lot is always full and there are always cars looking for parking spaces. Maybe the library deserves a higher priority in the city budget?
- 970 About the parking lot: the parking spaces, at least those closest to the building, are quite narrow for all but subcompact cars. (I have a subcompact car and a standard size.) When the time comes to restripe them, please consider making them wider to prevent damage to car doors and to allow passengers to more comfortably get in and out.
- I really enjoy the large selection of magazines offered at the library, and especially appreciate being able to check them out!

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 971 The library is awesome as are the people who work there! Would be more convenient to have it open on Thursday's but totally not worth the money in my opinion.
- 972 Thank you for your service :)
- 973 How many signatures does it take to change a law? If we have enough, than we should be able to tell someone in Washington DC that we don't feel their raises and tax breaks warrant our library being closed. Its our government. We tell them what to do. Has everyone forgotten that? We're already paying for the library to be open, its just that the government feels our taxes should be going toward things which don't involve us.
- 974 I love the library, the staff and volunteers. I so appreciate being able to read books, watch movies, etc. without having to buy or rent them and at the same time save natural resources. I also enjoy the occasional programs offered. Keep up the good work with my tax dollars!
- 975 Please order more documentary DVDs. Please have more parking. Have longer check out time periods for books and DVDs. Change the current computer program system that makes it seem something needs to be returned, when it really doesn't need to be. This happens when there are MANY of the same items on the shelf in several libraries, but because a hold has been placed, it looks like you must return what you have checked out. I hope that makes sense.
- 976 I only oppose opening Thursdays because missing out on one day a week at the library is such a small price to pay for the incredible value it gives the community. Fantastic library and fantastic library system!
- 977 While I enjoy and use the library, I am fine with it being closed on Thursdays.
- 978 Include DVDs and CDs in the stats you collect here as well as how often people reserve materials online. [] Furthermore use this as a venue to expand awareness about the ILL program to even further boost circulation :-)) Finally I am an enormous supporter of maximizing the library's hour not just with reopening Thursdays but everyday opening between 8 and 9am and never closing before 9pm! I would gladly pass and pay any tax that would fund such an important resource!
- 979 of all the taxes I pay, the taxes for the library seem to bring me the biggest value. i use the library alot and enjoy the new books, the 'requesting' feature from the Internet (OF HUGE VALUE), Library2Go (ALSO OF HUGE VALUE)--the special highlight of the week is when i get to go to the library, walking through the doors while smelling the delicious coffee, see the friendly staff and volunteers and checking out a big bag of books. I LOVE MY TIGARD LIBRARY.
- 980 Tigard Police Dept is over staffed and under-worked. Eliminate 4-5 police officers and that will free up enough budget to re-open the library on Thursdays. It's just that simple...
- 981 I really enjoy all services or the library.
- 982 Thank you for continuing to order new audio books on CD - I know there is a swing to the MP download, but the players are not as user friendly for books - CD players rock!
- 983 It would be useful to be able to cancel online a hold that's waiting to be picked up.
- 984 Computer time limit to do genealogy is inadequate. Its a time consuming task but 1-2 hrs is just not sufficient time.
- 985 Can't say enough good things about library services. Diversity of selections, professionalism and helpfulness of staff, classes, presentations by Friends of Library. If you ever want a testimonial about how wonderful you all are, call me.
- 986 Appreciate this great library and staff.
- 987 The Tigard Library is one of our most precious resources! Thank you for all that you do.
- 988 Thanks for being open later in the evening.
- 989 Libraries are one of the most important services that a community offers. Glad to pay a few more dollars to make sure the library is open and available to the public seven days a week.
- 990 Consider a compromise in spending and make hours for Thursday to Saturday 11 a.m. to 6 p.m. each day and compute whether the taxes might need to be only slightly increased.
- 991 It is okay to have the library closed for one day. People can adapt to it. Save the money!

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 992 I am a fairly new resident of Tigard, having moved to Summerfield, a 55+ community in October 2013. Discovering the Tigard Public Library, its size and beauty, was a very pleasant surprise. I have used the Internet there, checked out books and movies, and attended a special program on planning one's own funeral. At this time of economic stress, I think that it would be wrong to take from other programs to open the library on Thursdays. While it would be nice, it is not necessary if the money can be used to help less fortunate people, deal with infrastructure, or improve education of our children.
- 993 My family enjoys the Tigard Library. Always encounter helpful/friendly employees.
- 994 thank you for your Large print books and being able to place request on-line since I have trouble reading the title on the shelves. So appreciate the services i just mentioned. Save the money by being closed on Thursdays. thank you!
- 995 I am concerned about your e-book replacement policy; that is, what happens if one gets destroyed and/or stolen...what would the cost be to replace it? Based on the cost of the only book I had to replace, I estimate the cost of replacement for the Kindle/Nook and the 21 e-books to be about one thousand dollars. So what is the policy? A thousand dollars fine would a large budget biter.....
- 996 I don't know whether it would be better to open on Thursday or is there another high-demand day or time when current users or maybe new users would be better served?
- 997 Last time I tried to stop It was Thursday. Haven't bothered to go back by. I read lots of used books and share with friends. Wish there was a branch closer to me.
- 998 The library is available enough not being open on Thursdays, though it would be nice.
- 999 I moved to Tigard back in July and we visit the library regularly. Right from the beginning we were extremely impressed and grateful to have access to this beautiful, well-staffed, well-equipped library. My daughters and I love it!
- 1000 I live in Multnomah County and primarily use that system. Tigard has a wider selection on the shelves, especially newer computer books, so I don't need to wait for a hold. However, it's a farther drive which can be inconvenient and often leads to fines due to the limits on renewals.
- 1001 Open Thursday but close all day Sunday
- 1002 That's a lot of money for one additional day. []
I'm retired so I can use a number of tri-county libraries depending on where i am driving. I love the Tigard facility but know with high costs we cant have it open all day, everyday. When is the greatest need for people who can't access another library. I'd assume after school hours. E-audio and text books are very high on my friends need list. 1 3d printer per county or triCounty seems adequate. Need to work together to not dupcate services/equipment within a county or geographic area. People can drive 5-10 miles to use speciality equipment. Need to easily access which library has what resources and open times. Cooperation not competition is the key.
- 1003 Open to the idea of reopening the library depending on what other city programs it would impact.
- 1004 I stay neutral. The reason being is that I come in on the weekends. Unless there are many patrons who favor the Thursday's opening and/or if there are city programs worth cutting. I see no reason to add burden to tax payers.[]
I also want you to know that I appreciate all the employees and volunteers at the library, you all do a wonderful jobs at creating this library a very pleasant place to visit. On my part, I don't mind to pay a little higher tax to help others, help myself...
- 1005 It would depend on what other services would be affected. I think we manage without the library on Thursday but having it open might be better for younger people. Aand of course, the homeless who might come in to have a warm place to be during the day!
- 1006 Love my local library. :D
- 1007 I am so used to the library not be open on Thursdays, I would probably never come in on that day, that is the only reason I oppose it.
- 1008 Keep up the great job. I love our library and all the special programs you have for all ages....

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 1009 I am happy with the library in general. The only thing I find as a negative is that some of your books on tape that are a series of books, you do not carry the full series. But usually you can find them at other libraries and have them loaned to you.
- 1010 Increase available e-books. Help with using online e-books system.
- 1011 I would like to have more electronic and audio books available via the Library to go.
- 1012 I was very pleased on Friday (a snow day for the city) to discover, when I skied to the library, that it was open! Furthermore, there were other patrons using the library, as well. Thanks for your dedication!
- 1013 great job! really appreciate this resource
- 1014 couldn't answer number 7. I don't want higher taxes, but it would depend on what city programs received reduced funding on whether or not i would be in favor.
- 1015 Focus on increasing inventory of actual "dead tree" books and reference materials. Public at large is largely abandoned local libraries as a resource, which are catering to a rather small segment of the population. It that is what is wanted -- fine, but it will be difficult to produce widespread support for growth in the future.
- 1016 Keep up the great work. Best library I've ever had the pleasure of being a patron of.
- 1017 Great Library. Use it fir childrnes books andDVD's. Great selection of adult DVD's. Would like to see more series DVD's
- 1018 I really have a hard time getting a playaway. I find one I want and it says it has 0 holds. I order it and most of the time it takes weeks to get here. If some one else has it I wouldn't have ordered. Maybe I don't understand it totally.
- 1019 There AWSOME
- 1020 Thursday is a good day to read a book.
- 1021 If it could be done without reducing other city programs, I would not object.
- 1022 Please, no more taxes. My property tax bill is extremely high and growing.
- 1023 Tigard Library's computer ELECTRICAL connection setup (how I need to plug in my OWN computer) is the most abysmal and ridiculous set up. One HAS TO GET ON ONE'S HANDS AND KNEES to plug in one's computer.
- 1024 Thank you for your great service.
- 1025 I would not support adding new taxes to support the library.
- 1026 More e-books written by Christian authors.
- 1027 Why is it thursday that the library is closed? It seems random.
- 1028 Your web site updates have been very helpful. Thank you!! Minor note: I have repeatedly requested but never received an email receipt from the self-checkout machine.
- 1029 great customer service every single time :-) thanks
- 1030 The Tigard library should have software in which we could make reservations for a study room online as well as on the phone. That will be a great service
- 1031 I love the Tigard library's selection of audiobooks to use in my car, and really only use the library for this purpose, so have adapted well to scheduling around Thursdays. If the need is great for it to be open Thursdays for others, then I would support the re-allocation of funds.
- 1032 I do not use the library enough to favor or oppose re-opening on Thursday, it is for those who use it regularly to decide. I have always had great service. Thank you.
- 1033 I don't mind the library closed for this one day, as long as it is only this one day and nothing more. Our community needs the library!!!
- 1034 I think the library being closed on Thursdays to save \$200,000 a year is a small sacrifice for all of us. We have access to many services online and with planning Wednesdays and Fridays are soon enough to take care of business.
- 1035 Close the library on Sunday instead.
- 1036 question 7 is a tough one -- I'd love to have the library open on Thursdays but don't want to have other city services diminished. Might it be possible to ask for underwriting from Tigard businesses?
- 1037 In the winter it feels too warm in the library with coats on, save some money and turn down the heat.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 1038 Because of moving I mostly use the Garden Home & Beaverton libraries.
- 1039 Great library. But to compare the value of Thursday service to that of other services that would/might be cut, I would have to know what the other services are. So FOR THE MOMENT, I would oppose it.
- 1040 I would love more books on tape
- 1041 I'd pay higher taxes to open it on Thursdays. My family issues it for books, music, movies and programs.
- I have used the E book almost exclusively or read from a borrowed book from other sources so have not used the library building much. I have taken a computer class there this year and it was very good. I have 6 books on hold and some have been there for 2 months so the hold seems to take forever. A couple of books I would like to read are only available in audio form and I am not interested in using that media currently. If I were driving on a long trip I would use this option, but so far I have not done this. I applaud the volunteers who work there as they do an outstanding job and being a volunteer myself for other organizations, I think your folks could use a pat on the back.
- 1042
- 1043 I would rather it be open on Thursday than on Sunday
- Library use will only increase as more and more people look to it as only truly public - open to all regardless of age, physical ability, or economic status - early and continuing education institution in our community. Libraries are the only institutions bravely fighting the digital divide for the disenfranchised i.e. Tigard Library digital petting zoo. Good luck Tigard library and staff in all your future endeavors. Your hard work does not go unnoticed.
- 1044
- It is sometimes inconvenient having the library closed on Thursday. However, with proper planning and online availability of services, the needs of the community are being met. When experiencing financial difficulties, we all need to do our part to provide reasonable solutions. I have been a Tigard library patron for over 40 years and appreciate the variety of services available and the excellent, knowledgeable staff. Thank you
- 1045
- I think the Tigard Library is a treasure. It is one of the most comfortable facilities in the area. Don't change a thing!!!!
- 1046
- Please bring back Pre-School Storytime
- 1047
- I find that I live closer to the Tualatin Library, so this might explain some of my responses. I do occasionally find items I'm looking for are transferred from Tigard to Tualatin. Other times, if I am in a hurry, I may come to the Tigard Library directly.
- 1048
- Cut back on DVD, Blueraay and focus on those things we can't get elsewhere. Ability to access paid databases, technical info, and subscription to Blue Book type sites would be good.
- 1049
- keep up the good work
- 1050
- Raise my taxes, please.
- 1051
- I would like to know why it will cost so much, is that a normal daily cost?Details please.
- 1052
- Great Library and library system!
- 1053
- The option for reopening the library should not be just reduce a city program (which one?) or higher taxes. I am in favor of having the library open every day! The city spends funds on city programs that could be better spent on the library but I can't be in favor if it is for higher taxes (my taxes keep going up, my cost for health insurance has skyrocketed, the cost of food has gone up (either by smaller size or by cost) but my pay has not.
- 1054
- have adjusted to the library being closed on Thursdays
- 1055
- Would suggest moving the 'closed' day to one earlier in the week (maybe Tuesday). Kids usually have research projects due at the end of the week and if the library is closed on Thursday it potentially causes issues as they try to finish up.
- 1056
- The Tigard library is an outstanding community resource. We attended several Friends of Library Books sales and a Financial event on retirement.
- 1057
- This was a library I accidentally found while out galavanting one day. I love this library. Sadly I live up in cedar mills area and I use that library. However I was very impressed with the Tigard library! Staff was polite and helpful, things were easy to find, and seating was comfortable and plentiful. Keep up the excellent work!
- 1058
- 1059

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 1060 Since I'm from Lake Oswego and use that library for most things so take my answers with that in mind. Your facility is lovely and well thought out.
- 1061 As a volunteer at the Library I have opportunity to see how well the library staff members serve patrons. The entire staff is GREAT!
- 1062 Find aging &/or Retired Volunteers to help keep Library Open
- 1063 Find aging &/or Retired Volunteers to help keep Library Open
- 1064 Tigard is a fantastic library. I found several books that have been on my must read list but not available elsewhere.
- 1065 Would love to attend a workshop to learn technology (get my device up to speed) to use E-books, e-magazines. All staff at Tigard Library are great to work with!!! Thank you!
- 1066 I would rather have the library not open one day of the week instead of having to reduce hours the rest of the week
- 1067 I love the library and I love how it has become a center for the community. I don't have children but I love to see how excited children are to come to the library for programs and to pick out books.
- 1068 Tigard Library staff is wonderful and helpful. We are so thankful for all of you.
- 1069 Having the library closed one day/week is acceptable in this economy.
- 1070 Don't need to visit the library on Thursday.....plan to go other days that it's open.
- My regular trips to the Tigard library has convinced me that the library is the most important central resource and meeting place in the entire community. It is always very busy, people use it for reading, music, videos, computer access, classes and a variety of other activities. More bang for the public dollar here than any where else, and I'm including police and fire in that comparison. I have on several occasions found myself frustrated with the fact that it is closed on Thursdays.
- 1071 While it would be nice to have the library open 7 days a week, it doesn't seem fair to do so at the expense of other programs. People seem to have adjusted to the schedule as it is. The library seems to be very busy most times when I am there. Washington County is so very fortunate to have the interest in keeping the funding for the current level of hours at all their libraries.
- 1072 It's a bummer that the library isn't open on Thursdays, however it depends on what other programs would be cut, etc. in order to reopen the library. I think it's a matter of what is more essential. If it's taking away from helping folks on the federal poverty level have heat, electricity, etc. as an example, then I can deal with Thursdays having the library closed. I'd rather help those in need with basic necessities (especially children).
□
- I really enjoy the Tigard library! Everyone is generally friendly and welcoming which I love...it's like coming home in a way. Thx for all your hard work keeping things running efficiently and cleanly! =)
- 1074 Please keep noise levels to a minimum in the library, it is way too loud at present.
- The only area in which I feel the Tigard library continues to fail is in the Music CD's. Whoever orders them & catalogs them does, in my opinion, a TERRIBLE job! I spent many years in the music business & I'm a music nut, and Tigard can't compare to the job done by other WCC branches as Tualatin, Hillsboro, Cedar Hills, Beaverton, etc. I've complained about this for years, but I guess no one @ Tigard Library really cares! Very, very frustrating....
- 1075 I use the library a lot and used to come to Tigard exclusively but now the Beaverton Murray Hill Branch is closer to me so I have most of the books I request go to that library. I also used to bring my grandsons to the library about every 2 weeks but they are both in school now and live in Sherwood so I now take them there because it is close to where they live.
□
- 1076 I do love eBooks, know they cost you money, and wish there were more dollars for you to purchase more than you currently can. It is so nice to request a book and have it available to download wherever we might be when we are traveling.
- 1077 Love the library

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 1078 reference staff is not helpful. stopped coming to library. Rather prefer going to other branches where staff is more welcoming.
- 1079 One thing that I would like the library to provide is a scanner. You enter your library #, your password, scan your document and it is email to you. Unfortunately, I do not have my own. I do really like our Tigard library!
- 1080 The gentleman at the desk upstairs was super-helpful to me in finding what I wanted. Very valuable service!
Make it easier to use the computers without having time restrictions and having to pause time and log in. I like the
- 1081 self checkouts. Many Thursdays, I am about to go to the library to get a movie or something, but then I remember it's closed. Thanks.
- 1082 Keep up the good work, and for Pete's sake open on Thursdays.
- 1083 I love my library! Re-opening the library would be a nice convenience, but I do not find it necessary.
- 1084 Get some help when on the computer of how to get certain information. Never had lessons not very good at it.
Thanks
- 1085 Being closed on Thursdays is not an inconvenience. I visit on the days you are open. Save the money for something else. Thank you for the variety of classes and activities you offer. I have taken my grandchildren to programs, taken a felting class and am interested in a variety of others. Keep up the good work. It would be nice to not have to cut off the story time at 25. We attend wilsonville library story time because I do not have to worry if we will be able to get a spot or not. Again, thanks.
- 1086 Open for less hours daily and reopen on Thursdays. Deal with your smelly people approach. 1-2 people shouldn't be allowed to keep dozens (hundreds??) away. The reading room used to be a happy, delightful place to visit and share. Now it is almost as much fun as hitting the Port-o-Potty at the fair. Thanks for the new carpet. What a nice way to spruce up the place!
- 1087 I think you have terrific staff at Tigard Lib on Hall. They have always been helpful for my needs for location and ordering. No complaints, and we enjoyed working with Tracie, as she is so fun. Your biggest headache is PARKING, PARKING and access. I think the entrance from the long street from the signal is difficult to figure out which lane to turn into. I have seen some real misses in past including when I get to the end, what lane to turn into.
I think the snack area outside should contain less sugar and more healthie snacks. Kick out the people that don't want to be there. Keep the areas clean. I have used the computers for searches in past, esp Beaverton and staff helpful, but costly to print. I think inter library loan is useful and beneficial, esp for students research.
hw
- 1088 I personatly don't come in to the library. I'm in a wheelchair and my grandson comes in every Friday.
Tigard library is great. Excellent building, wonderful selection of books, great staff and volunteers.
- 1089 I love Sesame donuts and the book sales. Washington County has one one the best library websites I have ever used. I have lived here for 6 months and am very impressed with your library.
- 1090 It would be nice to have the library open on Thursday but I have adjusted. Tigard has other pressing needs such as roads, parks, etc. so I'm willing to live with not having the library open Thursdays.
- 1091 Missing one day a week doesn't bother me, since it's Thursday. When I was taking a PCC class across the street, Wed. would have been a bad day, since I visited the library every week.
- 1092 Would love a preschool story time. Also, more craft programs and kids shows like the reptile man!
- 1093 It would be awesome, If library could engage/invite local business owners to meet once a month to discuss various topics.
- 1094 Really LOVED Kim Stafford's talk. Really LOVE getting an entire season in one fell swoop (dvd) All your workers are polite and knowledgeable.
- 1095 A drive-thru to pick up materials would be convenient. This would keep a person from having to find a parking place for only a few minutes and leave more space for someone who wishes to spend time there.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 1096 The current schedule of being closed on Thursdays seems like a good cost vs. benefit, and we appreciate the City being focused on the fiscal realities of today's economy. Each of us has to watch our own finances and follow a budget; it makes sense for the City to do so as well. If it ever became critical to keep the library open all week, we would prefer to see reduced city programs elsewhere to pay for it, or else modifying the library's daily open/close hours to accommodate the extra day. In no way would we support additional taxes -- they are high enough already! Thank you very much for the hard work you do, the work done behind the scenes, and for your consideration of our comments.
- 1097 I use the library on weekends which I think most people do. I also think that with online resources like renewals and searches six days a week is sufficient.
- 1098 Keep up the good work!! Our library is the heart of our community.
- 1099 I appreciate the great selection of children's picture and chapter books. I also appreciate being able to request books and dvds from all libraries in Washington County.
- 1100 The library provides our community with a heart full of words. It's an exceptional cost savings to our family and community. Use tax increase to fund operation's on Thursday.
- 1101 The Tigard Library is the best!
- 1102 Email reserves are listed with x number of days left. []
It would help me if and maybe others if you posted the day the books are held to.
- 1103 When a library was established in frontier towns, it meant that civilization had finally arrived. Libraries are such a vital part of any community - providing books, magazine,DVDs and a social gathering place with lectures, presentations and events for the entire family. We must do what we can to keep the libraries open.
- 1104 Like the friends of the library program
- 1105 I am an old user and I LOVE everything ~!!!!!!!!!!!!!!!!!!!!!!
- 1106 I like the Tigard Library a lot. I am not there as often as I used to be, but when im there I enjoy it. I think if you did decide to bring Thursdays back you should further ask those that live in Tigard to ask what they want to cut and if they want to cut it.
- 1107 If necessary, increase the taxes, on the higher end of the income chain. With regard to which way to go, cut programs or increase taxes, this is such a broad choice. I would need to know what programs cost what and how could the city save money. One area would be shut off the field lights at Tigard High School when no one is using the field(s). If it is for security reasons, I believe that is ridiculous. When I was on my morning walk last week, I saw the field lights on at 6:00 A.M. What a waste.
- 1108 We use the Beaverton/Murrayhill Branch now open.
- 1109 Thanks to the staff and volenteers for all you do
- 1110 I would love to see a magazine "exchange" table. A place for folks to drop off good condition magazines they'd like to pass along to someone else - and pick up one of interest. My library in Hawaii offered this and it was a popular service with many - and open to anyone - even if you didn't have a library card or magazines to donate - and a great way to recycle.
- 1111 Love the Library, thanks to the staff and volunteers!!!
- 1112 The Tigard library is exceptional with vast amounts of material and with very very helpful and friendly staff. My only suggestion for improvement would be to offer more of a variety of large print books.
- 1113 We have been in Tigard (Summerfield) for the last year and a half and I really like the Tigard Library.
- 1114 Could you stop people from smoking in front of the library? Very unhealthy.
- 1115 Thanks for such a beautiful and funcional building. I do genealogy. I like the craft books. I use the library as a supplement to Multnomah Co. library. I enjoy history and non-fiction books. Occasionally I come to your special programs.
- 1116 Have more availability of popular books and e-books
- 1117 Great library,open Thursday.thanks.
- 1118 Staff over react to cell phones ringing or being answered in the library....the use of a cell phone is no more annoying or bothersome than noisey children in the adult areas.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 1119 Close a little earlier (8:00) or open a little later (11:00) rather than close on Thursdays. Being closed on Thursdays has really been inconvenient for school projects for my kids.
- 1120 The library is such a bargain for all who use it. I would be happy to pay more taxes to have it open every day! Thank you for all you do to make it such a wonderful and useful place!
- 1121 Keep up the good work!
- 1122 On question 4, I would be interested in using the adobe software. I use e books everyday and enjoy the service very much. Thank you
- 1123 Having the library closed on Thursdays is not such an inconvenience to offset the cost of \$200k to have it open that one extra day. I think that choosing Thursday to have the library closed is the best choice for the seven days in a week. Not having the library open on Thursday is a small sacrifice in order to save \$200k in the budget.
- 1124 Would love access to e-books!
- 1125 Tigard Library is the best.
- 1126 We really appreciate the library, and although we only use it monthly to check out books, we know many people use it for a multitude of reasons. Thank you for being there for those who need it!
- 1127 Are E-books audio books, I down load a ton of them regularly.
- 1128 closed one day a week is not bad, but I wouldn't want more than one day
- 1129 Having library closed on Thurs is not an inconvenience
don't know what you can do about this, but it's frustrating. Of the last 3 or 4 DVDs I've checked out of the library,
1130 every one has been so damaged that I couldn't watch it. In fact nearly every one I have ever watched from the library has had this problem.
- 1131 My son just bought a Kindle and would love to see more e-books available to check out. Love the new system to email receipts & save paper! Love the Super Tuesday programs, especially the Reptile Man, marimbas, and magic shows.
- 1132 I love the library and I have become used to the Thursday closure. Of course, I would support whatever changes the library desires. I am also supportive of whatever measure would increase use - whether it would be creating new young readers or supporting the senior community.
- 1133 More books in Russian language . Would be great to have some new DVD and Blue Rays movies. I am interested to meet with speakers to discuss current city situation.[]
Thank you,
- 1134 More books in Russian and more DVDs and blueray
- 1135 At first I was frustrated with the library being closed on Thursdays but I have gotten used to it now. It doesn't bother me having it closed on Thursdays now.
- 1136 I WOULD NEED TO KNOW THE PROGRAMS TO BE CUT B 4 ANSWERING #7. I'VE A[] TENDENCY TO THINK ALL IS WELL AS LONG AS U STAY OPEN ON WEEKENDS.
- 1137 Seems to work fine as is. I just visit around the times you are open.
- 1138 I wish that you could link parents to kids' library accounts, so that we can do things for the kids if they don't happen to be along with us (e.g., renew their cards, pick up their lost cards, pick up their holds, etc.).
- 1139 You are all doing a great job. Thank you.
- 1140 None
- 1141 I love the library! Thanks for all you folks do! I would like to be able to use self checkout for media items instead of always having to use the counter.
2 points:[]
- 1142 (1.) The library is open 6 days a week. It was closed for a reason. It doesn't make sense to cut other programs or increase taxes at this point to open it on Thursdays. []
(2.) I love the library. Thank you to all the staff for their time and energy. Thank you for what the library offers. I take advantage of many programs, and I realize not many places have a library like ours. Thank you, thank you, thank you!
- 1143 52 Thursday in a year at \$200000 is \$40000 per Thursday Explain that one to me.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 1144 With the internet libraries have become redundant, I can't recall the last time I went there. I no longer see a need for public libraries.
- 1145 I love the Kindles-would enjoy more books on them to borrow.[]
I think we should save the money from opening Thursdays for other programs!!
- 1146 Tigard has a great Library. It should be open as much as possible.
the Tigard Public Library is one of my favorite places in the world. You guys have a great selection of pretty much everything I could want including books, graphic novels, CDs, and DVDs - and I love that you have a coffee/donut shop out front. The study rooms are very comfortable and your events are super enjoyable. Keep up the awesomeness!
- 1148 Stock more books. Organize Clubs
- 1149 I think the library being closed at least one day a week is fine. It took a little getting used to it, but its fine now. It works. I would probably not want to see other city programs loose \$\$\$\$. Well which ones? no one wants to pay more taxes. 6 days a week is plenty.
- 1150 The library is wonderful. I have requested books from elsewhere and can't believe how fast they come in. Great job! Plus the employees and volunteers are so helpful and friendly.
- 1151 Since most users know about the Thursday closing, why not save the money and let other city programs prosper. I love the library for use of the DVD's. you have a great collection and have now lengthened the amount of time to view them. i also love being able to order DVD's not in stock. it's a great service and I do borrow books as well. thank you!
- 1152 I have gone to the website several times, only to receive information that was incorrect. ie: hours of operation on a "holiday". I recommend posting a large sign out side of the library stating that the library is closed on Thursday.[] You have a remarkable staff and a great selection in Tigard. THANK YOU!!!
- 1153 I wish that the library was open longer hours on Sundays.
- 1154 Its a privilege to spend time in the library.
- 1155 I love our library, and think that you are doing GREAT! I have taken classes their, gone for events, used the reference table for assistance. []
Personally, I don't find it an issue to have the library closed one day a week, and with the tight budgets lately, think the money may be better used elsewhere at this time.
- 1156 Not enough information to answer # 8. I enjoy the programs the Friends of Tigard Library provides, so many thanks!
- 1157 Parking is inadequate
- 1158 I think you do a great job but reducing programs to open the library for one extra day does not seem worth the money. There is so much need today.
- 1159 Although having the library open on Thursday would be convenient, I can live without it. Tuesday is my "senior shopping day," and I usually go to the library then. Once in a while I go on some other day.
I don't mind the library being closed one day a week, just wish it was Monday, Tues. or Wednesday, even. I often find that I am frustrated that it is closed on Thurs. as that is the day I am most likely to be out and about and want/need to stop by. I don't want our taxes to increase--for we seniors, our property tax here in Tigard in a modest home in a modest neighborhood are already high! So, if some other program was reduced, rather than raising taxes, then I would most likely favor the idea.
- 1161 I love our Tigard library. Thanks to all who work so hard to make it such a great community resource.
- 1162 I love our library!!!!
- 1163 We can live with the library being closed one day a week.
- 1164 Have more Reference books available to check and Take home instead of having to just read them at the library.
- 1165 I miss the book club
- 1166 I consider libraries a critical part of our culture and community. My spouse is an avid reader and is constantly visiting the library.
- 1167 Upgrade concert room, make it uplifting with art, posters, paint and quality local artists.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 1168 I absolutely love the Tigard Public Library. It is quite nice inside and I never have a hard time finding something I'll enjoy, whether a book or dvd. I would like a bigger selection of electronic books.
- 1169 Times are tough wait to reopen till things get better. The library is very nice, I know longer live in area but found it to be my most favorite library in the Portland and surrounding areas. I rate the library to be 9 out of ten. size may be only thing limiting your wonderful library. I do stop in when I visit my parent in-laws.
- 1170 GOOD COFFEE AND DONUTS. WHY NOT BEAVERTON LIBRARY?
- 1171 We love our library!
- 1172 You need to get a smart phone ap!
- 1173 Need more parking; we had to leave the first time we tried to visit due to lack of a parking space being available
- 1174 I just LOVE the Tigard library! Thank you for being there for us!!!
- 1175 Let people know through various media that the Library is CLOSED on Thursdays and the others that are OPEN.
- 1176 Sound for the computers
- 1177 Thank you for living within the budget that the city has
- 1178 Our library system works great for me. I research and request from home. I like to download e-books from library-to-go. I have all my needs satisfied. Thank you to all the staff and volunteers for all the great work!
- 1179 Love the Tigard library!!
- 1180 Grateful for the children's programs, my grandchildren love them!
- 1181 Nice Library...
- 1182 This library is provides a lot of services to our community including reading material, research capabilities, computer use, Internet access, job search, and many more. All this is evidenced by the many folks who use this library each day. Being open on Thursdays would surely expand the Library reach in our community.
- 1183 I predominantly use the Murray Scholls Branch, as I live off Barrows Road, and it is less than 5 minutes from my home.
- 1184 The movement to more mobile devices as readers and the ability to use your library card to download them makes the reduced hours a non-ssue for those I know,
- 1185 I love the Tigard Library!
- 1186 you need more TV shows so I don't have to order from other libraries. Other than that I like the job you are doing
- 1187 the present days open and closed are fine.
- 1188 I love the library and you are doing an awesome job! I cant thank you enough for all you do. Regarding Thursday closure, I am of the mind that as all of us are watching budgets, so must city programs....it is a time for budgeting for us all unfortunately. But, you guys are wonderful!
THANKS!!!
- 1189 I lost my corporate job of 33 years, so I relied on the availability of the library to be able to work until nine on cover letters and resumes. Tigard has the most beautiful library -- I love the new library. It's also been great to attend some of the community educational forums in the auditorium -- please keep that up. On Thursdays I would go to another local library which would be open till nine since job search is 24 seven. I also love the great entry area and Café including the outside seating area. Thank you very much for keeping the original trees from the property. Areas for improvement are: 1) restrictions on the amount of time to use the computer system in contrast to some of the other local libraries; 2) I picked up a computer bug most likely at your library which affected my flash drive inversely wiping the whole thing out fortunately I had saved some of my cover letters and resumes. Still looking to be reemployed.
- 1190 Public libraries are like common law... they are an integral part of civilization.
- 1191 Great and very helpful staff at the Tigard Library...commendable people.
- 1192 Love having the café counter at the Tigard Branch. Love self-checkout. Thank you!
- 1193 please stock more recent movies on DVD, especially 3D. We love our library!
- 1194 Reading is far more important than other programs. Money should come from reducing other programs.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 1195 I think you should have a sign or something to show if your entranceway near the book drop offs, is one way or not, I have come around the turn near there, not expecting a car coming around the turn, I have no idea if that part is one way or not.
- 1196 I like the idea of having the library open every day. Maybe there could be a compromise worked out.
- 1197 You all do such a great job and have a wonderful selection! Thanks for everything you provide.
- 1198 I would like for the land behind the library to be developed into an natural, outdoor, amphitheatre where the library could hold various summer events to benefit the library. I could see a summer music concert series, picnics, barbecues, art & crafts show, outdoor movies made famous from books, farmer's market, nature show, etc. Each of these events could be a fundraiser for the library.
- 1199 I really like the programs such as the knitting one in the summer and Anime Fest. I think it would also be cool to have another Vegan Thanksgiving event/
- 1200 It is amazing we have the Tigard library and the fabulous programs it offers. Really appreciate the wonderful at the library.
- 1201 The library staff are the most helpful people I have ever encountered in a public company! they provide an outstanding service.
- 1202 Thank you for your service!
- 1203 I love the library--you have one of the best libraries I have ever patronized. :)
- 1204 Thank you for being so awesome!! I love the library!!
- 1205 The Excel classes are very valuable go my job search. Teachers are wonderful. Thank you
- 1206 Everything is fine. Don't change a thing.
- 1207 No thanks
- 1208 I live in Beaverton but prefer to use Tigard's Library. It is very well organized and Everyone there is always very helpful and friendly. I also like the music programs each month.
- 1209 There are lots of other programs that I feel are not as important, so I definitely support re-opening the library on Thursdays.
- 1210 I guess everyone deserves a day off and it's a lots of money to spend. Thank you for great resources. []
NB: another copier, scanner, and computers downstairs in the library will be very helpful. Also, \$1 fine for dvds and bluerays is too much money and hope you cut the fine down to few cents. Thank you
- 1211 there's a homeless guy that hangs out upstairs in the young adult section and he really smells bad.
- 1212 Being closed one day (Thursday) is not that bad, do not take the resources from other parts of the library. This is a great library, the buildings, collection, and people are all top notch! Keep up the great work!
- 1213 Re-open on Thursdays.
- 1214 Tigard Public Library is a outstanding library.. The best that I have seen or used.
- 1215 Tigard library does not compare to Lake Oswego library as far as featured events; speakers; classes. I'd like to see these venues improved rather than spend money to be open on Thursday.
- 1216 I really love that you've implemented email reminders when books are coming due and online renewal. It's saved me a lot of stress and fines.[] Also, I tried the children's story time programs for the first time this past summer with my granddaughter, and was really impressed.
- 1217 Not enough information to make a decision on your last question. This should be your decision, not mine. I know it is a difficult task.
- 1218 As a member of the morning book discussion group I appreciate the support of the library staff.
- 1219 I love all the kids programs and family programs offered! I love the crafts etc. too. And I love the cultural passes, that is such a great program!! I'd love to see even more offered under that!!!
- 1220 As a family we come to the library for childrens books and story time. We have not to this point used anything else that is available.
- 1221 #7 is difficult to answer without knowing what other programs would be impacted or the amount of tax increase.
The library is a great resource for our community. We are very proud of it and the staff.
- 1222 I think it would be very helpful to allow people to reserve computers instead of just having them be first come, first serve. Lane County offers this option.

TIGARD LIBRARY ANNUAL PATRON SURVEY RESPONSES

- 1223 which tigard programs would I favor reducing for the library? No to police, yes to other programs
- 1224 Make it easy to renew card via computer. Better yet, do not require renewal of a library card.
- 1225 I can manage around Thursdays, but please don't close any more days. I plan to visit much more often in 2014. This is one of the few community gathering places. Great job.
- 1226 I wish that things were checked in faster. Sometimes it takes up to 4 days to get them off of my account.
- 1227 Need more e-books for downloading. I enjoy the convenience of e-book and wish more could be made available.
- 1228 I'm used to the Thursday close now. Save the money
- 1229 I think giving people a day off is worth the library being closed...
- 1230 I love the library and services provided as do my kids. Great work, thank you for all of your hard work and providing this amazing resource!
- 1231 e-book by Internet check out works splendidly
- 1232 Many more audio book availability.
- 1233 Seems there are usually relatively long waits to get e-books. It's rare that e-books are available immediately when I do a search and decide to read it. It would be nice to have more available "copies."
- 1234 Lovely library. It is an amazing addition to the community.
- 1235 Poder tener acceso a las salas, si estas disponibles. por mas de 2 horas al día, si es necesario y hay la disponibilidad. El servicio es excelente.
Translation:
 I would like access to the study rooms for more than 2 hours if necessary and if available.
- 1236 Me gustaria ver mas empleados, o voluntarios bilingues en algun futuro.
Translation:
 In the future, I would like to see more employees or volunteers who are bilingual.