

## Results for the 2011 Tigard Library Patron Survey

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

<b>Total</b>	<b>100.0%</b>	<b>3094</b>
<b>Q1. How often do you visit the Tigard Library? Please check one.</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
4 or more times a month	53.9%	1660
1 - 3 times a month	33.0%	1015
Less than once a month	10.6%	325
First-time visitor	2.0%	63
Never	0.5%	14
<i>answered question</i>		<b>3077</b>
<i>skipped question</i>		<b>17</b>

<b>Q2. How old are you?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
18 or younger	11.5%	349
19-25	7.1%	216
26-40	25.6%	778
41-60	35.9%	1092
61 or older	19.9%	605
<i>answered question</i>		<b>3040</b>
<i>skipped question</i>		<b>54</b>

<b>Q3. Please rate the following areas of Library services:</b>							
<b>Answer Options</b>	<b>Excellent</b>	<b>Good</b>	<b>Just OK</b>	<b>Poor</b>	<b>Don't Use</b>	<b>Percentage Excellent &amp; Good</b>	<b>Response Count</b>
Availability of Internet Computers	1288	575	59	8	1061	96.5%	2991
Checkout Desk	2000	853	69	7	90	97.4%	3019
Reference Desk	1621	577	54	12	725	97.1%	2989
Children's Room Desk	1099	317	29	5	1466	97.7%	2916
<b>All Above (satisfaction rating)</b>						<b>97.2%</b>	
						<i>answered question</i>	<b>3067</b>
						<i>skipped question</i>	<b>27</b>

<b>Q4. In your opinion, what are the top three functions of Tigard Public Library? Please select only one response in each column.</b>						
<b>Answer Options</b>	<b>Most important</b>	<b>second most important</b>	<b>third most important</b>	<b>Rating Average</b>	<b>Ranking</b>	<b>Response Count</b>
Providing books/materials for <u>adults</u>	1552	926	250	2.48	2nd	2728
Providing books/materials for <u>children and teens</u>	1528	831	191	2.52	1st	2550
Providing programs and classes for <u>adults</u>	306	488	405	1.92	5th	1199
Providing programs and classes for <u>children and teens</u>	557	450	616	1.96	3rd	1623
Providing access to the internet	648	405	747	1.95	4th	1800
Providing a place to gather/meet socially	269	276	552	1.74	6th	1097
<i>answered question</i>						<b>3017</b>
<i>skipped question</i>						<b>77</b>

<b>Q5. The library provides access to online resources at <a href="http://www.wccls.org/online_resources">www.wccls.org/online_resources</a>. Which of these have you used in the past year?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Auto Repair Reference Center	4.0%	109
Reference USA	5.2%	139
Magazine full-text articles	10.4%	280
Newspaper full-text articles	8.3%	225
AncestryPlus	3.5%	95
Learning Express	3.9%	105
Oregon Career Information Center	7.8%	211
MedlinePlus	3.9%	104
World Book Encyclopedia	8.4%	227
None of the above	72.4%	1953
<i>answered question</i>		<b>2699</b>
<i>skipped question</i>		<b>395</b>