



Tigard Public Library

Press Release

13500 SW Hall Boulevard | Tigard, Oregon 97223 | www.tigard-or.gov/library

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Contact:

Paula Walker
Communications Coordinator
City of Tigard
503-718-2508
paula@tigard-or.gov

Patrons Share Memorable Experiences at Tigard Library on Annual Library Survey

Tigard Library patrons gave the library high marks for customer service on its annual survey. More than 98 percent of the respondents rated the library's customer service at the public service desks as "Excellent" or "Good," the highest percentage that the library has ever received. The survey yielded 2,781 responses in February.

It asked people to recount memorable experiences at the library. More than 1,300 people responded with memories ranging from favorite programs they attended to assistance with finding materials, whether for a school report or to find work. One patron wrote, "When our phone was shut off we were able to look for work with the help of your WIFI."

Participants also suggested programs and services they would like to see the library provide, including more e-books, author visits, arts and crafts programs and reopening on Thursdays. They said they most often learned about library programs and services through the Tigard Library and WCCLS websites, as well as library publications and its e-newsletter Books & Bits.

A total of 859 people, 32 percent of the respondents, said they walked or biked to the library. As the City of Tigard furthers its vision to become the most walkable community in the Pacific Northwest, the trails near the library provide easy access to library services and downtown Tigard..

Tigard Library Director Margaret Barnes said she attributes the high customer service ratings to a helpful, well-trained staff and useful feedback from the public. "Over the years these surveys have provided us with a wealth of information from the public that has helped us determine what the community wants from its library," she said.

Results are available online at http://www.tigard-or.gov/about/library_publications.php . Click on "Survey Results for 2015."