

Results for the 2011 Tigard Library Patron Survey

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

Total	100.0%	3094
Q1. How often do you visit the Tigard Library? Please check one.		
Answer Options	Response Percent	Response Count
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>		3077
<i>skipped question</i>		17

Q2. How old are you?		
Answer Options	Response Percent	Response Count
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>		3040
<i>skipped question</i>		54

Q3. Please rate the following areas of Library services:							
Answer Options	Excellent	Good	Just OK	Poor	Don't Use	Percentage Excellent & Good	Response Count
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
All Above (satisfaction rating)						97.2%	
						<i>answered question</i>	3067
						<i>skipped question</i>	27

Q4. In your opinion, what are the top three functions of Tigard Public Library? Please select only one response in each column.						
Answer Options	Most important	Second most	Third most	Rating	Ranking	Response
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>						3017
<i>skipped question</i>						77

Q5. The library provides access to online resources at www.wccls.org/online_resources. Which of these have you used in the past year?		
Answer Options	Response Percent	Response Count
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>		2699
<i>skipped question</i>		395