

2010 Tigard Library Annual Patron Survey  
Patron's Written Responses to Question #7: What would you like to ask us?

1. Overall, I'm quite happy with this great facility :)
2. Would you make more classes for we people that still have anxiety about using online as a first place to find something.
4. Love your library book bags--they are the best!
5. n/a
6. How about textbook for elementary school, such as Literature series for each grade year, or science textbook for all people who drop by here. Thank you!
7. Your sign...
8. Why are you so fantastic?
9. I don't have any questions so far.
10. Do you plan to offer audio book downloads?
11. None
12. No
13. No
14. Good job
15. Keep people checking out items. Tired of technology taking away the personal element.
16. Books on CD
17. Love the library email newsletter!
18. Just would like more available movie DVDs in English--we have so many foreign language films in house--usually have to order in!
19. Can I have a library card please?
20. I'm happy with library services and programs.
21. Drive-up window for holds!!!!
22. I would like to see more patrons helping to keep the library running (donations, volunteering, etc...). So many people use the library and take it for granted!!
23. Add more self check out computers  
Enforce no talking, humming, loud websites on headphones, drinks, etc. by computers
24. nothing! Thanks to a great library staff !!
25. I'm glad you are here. I am a newbie writer. You don't have resources to check books and mag articles in print. I ask the children's library person.
26. Nothing
27. Please, Please shorten number on Libr card ! Clackamas Co has much shorter number
28. Purchase Audio Book -The 5000 yr Leap
29. The director of Multnomah County library makes \$146,000 per annum. What does the Washington County library honcho pull down?

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30. Nothing right now!
31. The availability of a scanner would be nice.
32. Thank you.
33. Nothing else. You're doing a great job. Keep up the good work !!!
34. everything is good so nothing.
35. I think this library does a good job of serving the needs of the patrons.
36. Nothing except that I so appreciate this wonderful resource available and all the staff does such a wonderful job!
37. Keep up the good work and thank you.
38. nothing
39. Don't spend too much money on extras of limited value. Prefer money spent on book purchase as books at book stores are very expensive for many individual buyers
40. would like to see a larger selection of books on CD
41. Nothing. Great Job! We love it here.
42. Could they library provide a way to find out what the newest DVDs available are?
43. nothing. You are doing an excellent job, providing great service! Thank you!
44. N/A
45. Very pleased with this library
46. Not much, your service is really good.
47. good job!
48. would like to print from my laptop
49. The library is great! A varied selection and wide ranges of titles is excellent !!!
50. Is there any way the online catalog could show the date by which an item on hold will be sent back?
51. Nothing. I love the Tigard library.
52. Why is your library so awsome?
53. nothing
54. I would like more assurance in printing docs of privacy
55. I think cell phones should be allowed downstairs. It seems silly not to allow people to talk on cell phones when it is so loud so often in the kids area.
56. I would like to thank all here. I've been coming here since 1990 as a kid and now I bring my kids here. Thanx for all the good reads!
57. Nothing I can think of. I'm very satisfied so far.
58. newer releases - DVDs
59. is their homework help?
60. Thanks for your great help on every level here.

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61. Out of county, but appreciate wi-fi service & availability of codes to get online.
62. Thank you. I live closer to the Beaverton Library so I usually go there. When I'm in the area, I enjoy visiting the Tigard Library.
63. nothing
64. to put a list of the Books.
65. Can DVDs be checked out for 3 weeks? One week is too short; need to return to library before books are due.
66. 1 Thank you for keeping library open on 15 Feb / Holiday.  
2. Why cannot this library be different than others in WCCLS and have the DVD - checkout thingummy @ self-checkout station.
67. Just a generic comment. You got a fancy library.
68. Can my overdue fines for late movies be used to get more movies.
69. no
70. Complement: Love that the books "on hold" are out so we don't have to stand in line - we self-check
71. N/A
72. I have applied through the City of Tigard twice in the last two years for a job here at the circulation desk. I have a M.S. in English and Book Publishing and worked for a University Library for a year as a circulation desk worker, yet was not even interviewed. Must I have a degree in Library Science?!
73. nothing for now
74. Nothing
75. Thanks
76. N/A
77. Drinking fountains for old people Not useable - too low pressure on upper units - please repair -thanks
78. N/A
79. Please keep some TV show DVDs. There aren't any.
80. I like your reading room. Could there be a sign in the reading room about "No Talking" - Sometimes people think it's ok to talk.
81. What happened to a quiet place? Why cell phones allowed?  
The way books are now arranged -\$ there are far fewer  
Well you asked
82. Would love the Wash Co libraries to have more copies of newer books.
83. I have no questions at this time.
84. Learn how to use Skype
85. Can we have a drive thru pick up for holds?
86. How do hire? Do you find out if the person is customer service oriented? Doesn't seem so.
87. Would it be possible to have more computer science references? I usually have to purchase them to read them, and most I read only once.
88. Why does not your automated system WORK!

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89. Why create a foyer with comfy chairs when the acoustics make every small child noise into a scream?
- February 8, 2010 It appeared to me that I was refused service at the Circulation Desk for unfair, and possibly discriminatory reasons. (See notes on #5) Why weren't there more Circulation desk workers there at 1:30 p.m. so that I could check out my books and didn't have to leave them at the library? Do you have a complaint process for unfair or discriminatory treatment? Do you act to prevent? It now looks like it will take me 4 - 10 days to return to Tigard Public Library to check out the books the Circulation Desk librarian refused to check out for me yesterday. This feels very inconvenient and I feel unhappy about it.
- 90.
91. Everything is just great!
92. Could you buy more books...I often cannot find any in that I want, not bestsellers.
93. Just looking
94. Thank you for having such a wonderful library.
95. Could more arrows be painted on pavement helping to direct traffic better?
96. A recent survey on-line asked about changing wording on-line. Please do not change the existing wording. Too many changes very difficult for senior citizens to absorb.
97. n/a
98. I love the library!
99. Everything is great. Couldn't ask for more!
100. You are all wonderful. Keep up the great work. LOVE your children's programs. A community treasure!
101. Have public accessible way to remove security on DVDS, CDs.
102. Nothing. All is well.
103. Would you encourage users to donate useful books to the library before other options.
104. Checkout Desk--Excellent XX  
Reference Desk--Excellent XXX
105. I love the library!
106. Doing great! Great clean library
107. Everyone very nice, however I never get the books I want. Always on hold. Today's book I would be the 43 person to wait. Dissatisfied.
108. I love the programs "old fashion" for my kids...book club, special events, worksheets! :) Thanks.
109. Can you have traffic control signs in the parking lot?
110. Parking: When can we fix it?
111. Nothing as of now
112. N/A
113. English classes for the new comer or ESL
114. Additional comment - already filled out survey: I would like to see more "light" audio books for adults. Most of the ones we have are mystery books. I'd like other types of audio books.
115. -----
116. To open at 8 AM Monday--Friday.

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117. --
118. Can TV series be provided in DVD?
119. Not presently
120. Mostly great job!
121. GREAT LIBRARY  
LOVE THE WALLS OF WINDOWS
122. More book magazine (video) sales
123. Comment: Library workers do an excellent job at keeping a quiet/peaceful atmosphere!
124. I like the new changes and the continuing changes. Keep up the good work. Thanks for the service.
125. I come twice a week every week and mostly have an enjoyable time. Sure wish there was something stronger that could be done with cell phone users!
126. Parking is horrible and a great deterrent to renting the community room. Is there ever going to be more parking? Can the "arsenic field" be made into a parking lot, as you cannot use it otherwise? Parking is a HUGE letdown here.
127. What's your favorite color?
128. None
129. About parking spaces: The front line of parking spaces are designated for compact cars but this does not seem to be adhered to, so would recommend all the spaces there are changed to a larger space. I guess the trucks and SUVs consider themselves compacts????
130. -- Good job!
131. More computers for longer use >30 min.
132. What are the programs for children under 10 yrs?
133. I'm very satisfied with your service.
134. How many football books do you have?  
PS. I love football
135. Can you connect your book network with local universities?
136. May I have some coffee?
137. Would it be possible to widen the parking spaces a bit? It often is very difficult to get out of the car because of the narrow spaces.
138. I think you all are doing a great job!
139. N/A
140. Nothing
141. More family activities
142. I love self-checkout and am thrilled that I can pull my own held books. Would love to be able to check out my own DVDs ("held" or available) as well on self-check. Hillsboro's Main Library has done this for some time.
143. ?
144. Nothing, you are doing great! :)

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145. Why don't you have public fax machines? I think they would be beneficial to the public.
146. Keep up the good job!
147. Let's keep humanity & deal with people & not machines
148. Instead of trying to add more cost why don't we look at ways to cut costs
149. its ok.
150. Our book club has tried to use the book kits and it has never worked for us. We never can get them on time to use for our month. How?
151. Keep up the good work
152. This library seems really amazing, as a recent college graduate and new parent, I've been looking for a library that meets the needs of our family (we also just moved from out of state) and I think we found it! THANKS! :)
153. None. I enjoy the Library
154. I so, so appreciate this wonderful resource & all the hard work & dedication AND KINDNESS from the staff here! Thank you!
155. Patron made suggestion for next survey: Ask everyone if they live in Tigard city limits or where, if not.
156. Nothing at this time. Thanks for asking.
157. Is there a way to suggest purchase of certain book...or could I donate for the library to purchase certain books?
158. Thank you!
159. I think this library is wonderful!!!
160. We love Toddler Time!
161. I love the Tigard Library. Everyone is so friendly and helpful. I've had trouble getting my hands on popular books so I need to be willing to reserve them. I haven't done much of that.
162. Please extend checkout times for books on CD...some are VERY long and need longer time. Thanks
163. Books availability
164. Even though you have the largest selection of Nuanga I have seen, I would love a bigger selection.
165. None
166. Just that I love this library.
167. I would like to see a larger play selection.
168. Love the quiet room and fireplace.
169. Nothing currently. I like the Library. :-)
170. Are most staff volunteer? They often seem unorganized or somewhat confused. Nice though.
171. Facebook: NO!
172. We love the library! :=)
173. Nothing - keep up the good work.
174.
  1. To stay open a bit later every day.
  2. Increase variety of Chinese books.

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175. Nothing. You're amazing.
176. How can I find out what new books you are planning on having available?
177. Did anyone ever think of having a drive up window to get books on hold? This would get some of the cars out more quickly.
178. Love this library. Keep up the good work. :)
179. More computer classes
180. Thank you!
181. What is your biggest concern in meeting the needs of the community over the next 5 years (e.g. parking, or new book acquisitions)?
182. Doing great--thanks!
183. More children's reading idea books, science, numbers  
LOVE summer programs
184. Great job!
185. If it is possible to add a few more tables or perhaps an area dedicated for college students/study area
186. Good job!
187. I like the hours (of) the internet access--keep up the good work!
188. Good service--would not mind paying a fee.
189. Blue ray please!
190. Unsure at this time, but most likely if a book was available.
191. Nothing. Keep up the good work!
192. Any chance for a color printer?
193. How can I better access genealogy programs on a library computer? The workshop last week was way too crowded.
194. Nothing. Good job.
195. Good job. I love this place!
196. I'd like to see more DVDs in music, and art, in general.
197. Why don't you have an overdue forgiveness day by collecting food or something. I got fines while working full time and school full time and unemployment is high in Oregon.
198. Great friendly staff and quick internet. Thanks.
199. I appreciate all library services and personnel. I have always had excellent service. Thank you.
200. I wouldn't like to ask anything; I'd just like to say keep it up.
201. You do a great job---nothing to ask.
202. Although the e-mail reminders are awesome, they aren't consistent with reminders of materials that are due soon.
203. Want to thank volunteers and staff.
204. good job
205. Keep up the good work!

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206. Do you have a Suggestion Box for items to purchase?
207. It is a lovely space. I come over for one of the book groups. The whole WCCLS is great.
208. What was the reasoning for the patron pick-up requests? Is there any way to make it anonymous?
209. I turned in a lot of computer training CDs to Sherwood library. They say I owe because they are not at the library. Why don't you have more "forgiveness" days, and why don't I hear about them on the radio or TV? (KUPL/Wolf)
210. Keep up the great work!
211. Keep up the great work!
212. keep up the excellent customer service.
213. color printer
214. Love the library---service and selection
215. please enforce the no cell phone rule
216. Do you offer any computer classes?
217. you guys are great!
218. nothing
219. More jazz CDs and books.
220. Love the family and kid activities. Keep up the great programs!
221. Thanks for all you do!
222. Suggestions: 1. Allow families (people @ same address) to link cards for checkouts (with consent). 2. Add optional "nickname" to account, enterable thru website, and if populated use in place of name for self-pickup of holds. 3. check discs (CDs/DVDs) for scratches on regular basis. 4. Allow self-pickup of DVD & CD holds.
223. What is the library's favorite color?  
What % of fund are from fines?
224. keep up the great work!
225. library should be quiet. too much noise.
226. When do you guys more books. I read them all?!
227. I think the parking situation is really bad. Spots are too small in the front...drive Dodge Neon and there were 3 "open" spots but I couldn't fit.
228. I like the coffee shop and you use the auditorium-screening room well. I'd like to see more, varied books in your sale.
229. Doing a great job.
230. Are there more software programs? For edu. purposes. We love the children's programs and staff!
231. Nothing, this place is perfect.
232. Do you have the book I'm looking for?
233. Any chance we can get longer cafe' hours?
234. When might you get more parking?
235. Beginners computer classes.

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236. I would just like to thank everyone at the Library for making it such a wonderful place to come.
237. Nothing much
238. Enjoy!
239. -----
240. Events going on for adults and kids
241. How about a color printer or copier?
242. Nothing. Very nice service. Very pleased.
243. Are you going to start providing video games to check out?
244. Nothing at this time. I would like to say my experiences have been excellent.
245. Keep up the good work. Get more books and DVDs.
246. Continue the good work
247. Have library open 24 hours a day, one day a week!
248. No.
249. NA
250. I find the library meets most of my needs through Internet access and searches.
251. Can you get more movies?
252. Thanks! We love the library.
253. Would also like to cancel holds online instead of calling.
254. I've been waiting for one DVD to be repaired for ages. I think it was discarded.
255. N/A
256. N/A
257. Could you be open longer on Saturdays? Could you get more old black and white movies?
258. I would like to suggest that people with personal laptops are monitored and Skyping is watched.
259. N/A
260. Thank you so much for all your hard work!
261. Dissatisfied No NEVER  
How much do you really love me?
262. Reference Desk Excellent++  
Children's Room Desk Excellent+++  
I love the extra programs that you provide such as Children's Storytime and the Tigard Reads activities that are currently going. Thanks SO much!
263. Fabulous service every time!
264. Please avoid putting barcodes on author's photo or name.
265. Nothing
266. More classic videos and books (such as BBC, and kids things). "Chocolate bribes" next year.

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(Also, written next to Excellent for Children's Room Desk: "Love it")

267. More classic videos and books (such as BBC, and kids things). "Chocolate bribes" next year.
268. Better and more parking
269. No questions, just a comment on how wonderful this library is. Always clean, great service, wonderful staff. Thank you.
270. ?
271. Please have employees dress appropriately--cover tattoos.
272. Why do people so regularly not recognize the value of lifelong learning at their local library?
273. I really enjoyed the foreign languages on the Washington County web site.
274. Nothing
275. Nothing--I love this library!
276. No questions. I have been 99% satisfied at all times. The only complaint centers around cell phones going off or being answered in areas that are supposedly "non-cell phone" areas. That has been the only dissatisfaction I've had here.
277. Why don't you have video games?
278. Complaint in #5 occurred only twice; otherwise, library is always a positive experience.
279. N/A
280. N/A
281. Nothing
282. Do you ever have training sessions where you give tours of the library and explain how to use systems/resources?
283. (Third-time visitor...began visiting approximately 3 weeks ago.)  
(Haven't used Internet computers or Reference Desk yet)  
Just a thank you for providing the services that you do!
284. I use Internet to place holds on material. I save things to "my list". I would like to place holds from "my list" like Multnomah County.
285. Nothing. I have been coming since I was 4 and love the library. Now it is the favorite outing for my boys ages 1 and 7.
286. Nothing
287. Can you guys download Limewire Basic?
288. You are doing a good job
289. Nothing! :) Keep up the good work!
290. Nothing
291. Separate Fantasies from SciFi
292. Nothing. The library is a great place and the people who work here are very pleasant.
293. Nothing. The library is a great place and the people who work here are very pleasant.
294. For more computer classes for beginners
295. Is it possible to: If a person checked out few books in different times to coordinate the return so the person doesn't have to come to library few times. Thank you.

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(I already filled the form, this is my second recommendation.) Good CDs on learning Spanish language, and English vocab synonyms are urgently needed!! Thank you.

296. Already filled one out but I want to add: How you determine which is "mystery" or "fiction"--some authors are under both (example: Harlan Coben) and it is annoying to look for every author in 2 sections...
297. Can you make/provide packets for teachers?
298. Love DVD's and CD's checkout!
299. Why do I have to pull so hard to get into the doors from lobby to library? I pull on it & it pulls back.
300. I'm easy.
301. Suggestion: Have bins where you can put books, DVDs, etc. you have pulled from the shelves so people don't put things back in the wrong place.
302. Nothing now.
303. Just say thanks! You should get a complimentary phone that can make local phone calls for people who might need one.
304. Nothing.
305. I took a class on SKYPE in your computer center and find I am now using it often. Thank you.
306. How many books can you check out at once?
307. Multiple copies of latest official test guides--GRE, SAT, GMAT, ACT
308. I would really like to be able to renew at the self-check.
309. Only to keep up the great job you are doing.
310. Tell me about upcoming events.
311. More international movies. Above all, Tigard library staff does a great job!
312. Staff very helpful.
313. What you should work on is the NOISE in the library...Tualatin & Bvtn are much better examples.
314. We love the library!!
315. None
316. Nothing
317. Nothing
318. Keep DVD New ones--very helpful...great selection.
319. Please Note: I believe loading zone by front door (on street) badly needs NO PARKING sign. Twice someone's stayed over 20 minutes--was inside (not waiting)--@ 5:30. Darkness a hazard - & person (foreign born) was very rude when I reminded her of No Parking. She replied, no RED marking so she COULD park there. It was DIFFICULT TO SEE SMALL CHILDREN IN DARKNESS because her car blocked the passage. Definitely "NO PARKING" needed. Loading zone allows a parent to ALSO sit and wait, and makes traffic "exiting" complicated and dangerous. An accident will occur. "Loading" area is not the answer. I have seen this problem more than once. But the patron's arrogance was not pleasant. She also said because "library" couldn't FIND HER A BOOK, SHE was delayed. Even 2 minutes is TOO long. Thank you.
320. ..if earlier open times were possible?
321. Very good service. Thank you.

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322. program chat  
clases English, Spanish
323. We love the library. You are great!
324. How much would a \$1 donation per month from all users raise for the library?
325. nothing
326. 3D games are bad!
327. How many Scooby Doos do you have?
328. You provide a great service to the community
329. What resources are available for kids (read aloud, story time, project creation, etc.)
330. Glad to be here today (2/5/2010)  
You're doing an awesome job; Thank You  
+
331. +++  
+  
++
332. Make it clear that the reference desk is upstairs. Basically the TPL is superb. Workers and vol's are competent + professional + friendly + helpful!! Please make it clear on how to (a) find and (b) check out periodicals / past issues.
333. More videos
334. Your staff is great and always go above and beyond!
335. Nothing; I use online book request and am very happy with that,. More popular DVDs, so less of a wait.
336. If there could be more popular movies available on DVD/Blu-Ray
337. Could you get more Spanish books
338. Could you get more CD's (new releases) and new DVD's?
339. Upcoming events on Facebook would be great!
340. We love you!!
341. Don't have a question now. But, I do want to say that I enjoy coming here and you have a great staff. Thanks.
342. you are doing a great job thx
343. I have a lot of books from college, how do I give it away? I would hate to dump it into the weekly recycle bin.
344. nothing at this stage
345. Doing a great job- no issues or questions
346. We love this library!
347. Nothing- Tigard Library employees are wonderful, helpful and a joy to visit with.
348. is there a place at the library to pick up an event calendar, if there is one.
349. really what the community \_\_\_\_\_ events
350. nothing at the moment
351. how often did you caught someone stealing.

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- 352. How long have this library been here?
- 353. I always enjoy my library experience!
- 354. Have more paid part time jobs in circulation
- 355. I would like to see more books in other languages like french
- 356. nothing
- 357. keep up the good work!
- 358. why if i turn a book in it doesn't get checked in even though it's already back on the shelf. Happened to me with books and DVDs and CDs
- 359. please keep cell phone ban-thanks
- 360. lobby needs more chairs
- 361. NA
- 362. why are parking spaces so small?
- 363. Love your library! Thank you for a job well done.
- 364. Parking lanes are too close together (across from entrance) making it difficult to get in or out of car with books.
- 365. N/A
- 366. Great service - Thanks.
- 367. Sometimes things come up, so it would be nice to use the electronic resources and face to face.
- 368. No questions, I think everyone is doing a great job! This is a fantastic library!
- 369. We love family story time
- 370. some thing
- 371. Something
- 372. Could you buy more Warriors books by Erin Hunter?
- 373. Have a better selection of non-fiction kids books.
- 374. I don't like it when sick kids come.
- 375. What will be next.
- 376. Nothing
- 377. Nothing
- 378. Nothing
- 379. Keep up the good work - thanks -
- 380. No.
- 381. Nothing
- 382. Nothing - I'd like to say thank you for your hard work and all that you do make available to us!
- 383. Could there be more classes (more frequent) to learn about computers - for beginners!

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- 384. Always find a place to park - great!
- 385. I love the library! It is such a pleasure to come here. The staff are friendly and helpful.
- 386. Nothing
- 387. How is your day?
- 388. Could the parking spaces be wider
- 389. Access to electronic textbooks.
- 390. NA - I'm completely satisfied. Great Lib & V. good staff!
- 391. Would like all reserved items to be self picked up - not just books.
- 392. Tigard Library is fantastic!! They could use a couple more "child" game comp.
- 393. The best children's book section and story times. Thank you!
- 394. Nothing at this time.
- 395. Please no candy for kids when filling out a survey. The current model following rec sports is not to promote bad health for kids.
- 396. DVD checkout. It upsets me to pay for all the fine charge it to 2 wks or more. DVD checkout is the worst ever. I use Multnomah County library for that but I live across from Tigard library.
- 397. I'm very satisfied. Thank you!
- 398. I like books! (not electronic)
- 399. Nothing at this time.
- 400. They do excellent job. I'm very happy with...
- 401. Not much really.
- 402. Nothing everything is good.
- 403. More best seller books. Maybe rent by day.
- 404. Nothing, thanks for the service you folks provide.
- 405. We'll be back.
- 406. Nothing, you guys are doing a great job!
- 407. Most pleasant volunteers, very helpful, always greeted with a smile.
- 408. Everything is great
- 409. Great library; great place to volunteer.
- 410. nothing compliments abounding--thanks for all your good work
- 411. when we request a book out of the system, we would like to pay a small fee (we do this often) or be put on a list of freq. users and maybe down the road ask to donate.
- 412. Who is in charge of selecting titles for the library to acquire?
- 413. Why, at the front door, does the library allow papers like "Just Out". Or was the article Mother Fu\_\_\_\_\_ to a child?
- 414. when will additional genealogy classes be offered? today was overflowing.

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415. will you be changing the hours to be opened?
416. Why no magazines on scale modeling or miniatures, ie Wargames Illustrated
417. Parking - could you provide a walking area (in the parking lot) at the end of the newly created - and very nice - paths. It's nice to use them, but then you have to squeeze through the cars at the end of the path. Thank you.
418. why is it always so stuffy upstairs?
419. too many holds on popular audio books(books on cd)
420. Thanks! We love book babies!
421. More parking is needed! More computers for kids.
422. More computers for children to use.
423. I am very pleased being here. Everyone is very helpful.
424. Any way parking could be improved. Most spaces too close - doors get dinged!!! And don't understand the arrows. This is the best library imho!
425. picture of a "smiley" face
426. I really like book babies! I have been to other book babies at other libraries and this one is my favorite! The teacher here is so great and positive!
427. Would like program for It on Thursdays. Thank you.
428. I live in Beaverton, but yours is my next favorite in the system.
429. I really like book babies! (:
430. why don't you have more teen computers?
431. Place stepping stones in the planter islands next to parking places so that when you get out of the car you step on stone instead of wet dirt or plant.
432. How the "Friends of Lib" book are handled. They seem more expensive than other libraries - yet they disappear almost all at once. Is someone getting them a lot cheaper?
433. sometimes not enough of a particular book available for school reports(middle schooler) not a big complaint though
434. Keep doing what you do
435. Why do you have large print books that 'old' people use, in the farthest corner of the library? (second floor)
436. Include more book groups for teens, longer hrs on Sunday, free internet whenever, volunteer training more specific, online book holds better organized. thanks
437. Nothing! Thank you!
438. nothing. doing great have many and new materials
439. for more computer classes
440. I was not notified for a cd I requested for a class I was taking. Why?
441. Nothing, thank you.
442. who do you talk to about ordering videos, dvd's, etc of programs you do not have ?
443. it would be helpful to know the deadline for picking up holds when notified that they have arrived
444. The library and staff are excellent. Thank you!

2010 Tigard Library Annual Patron Survey  
Patron's Written Responses to Question #7: What would you like to ask us?

- 445. can you rent out space for parties?
- 446. Redesign the lobby to make it more like a cafe and a place for the community to gather.
- 447. Nothing-- you guys are the best.
- 448. could you expand your selection and programs in the community room
- 449. How long can i check out vhs and cd videos
- 450. I like this library very much.
- 451. Great job!
- 452. None. Everything is perfect
- 453. Nothing. Library services & selection are good. I am pleased with what we get.
- 454. Can we please extend hours on Sundays?
- 455. Re-line parking spaces closest to library.
- 456. Nothing really. Thank you.
- 457. Thank you
- 458. Parking?? Do you need more spaces?
- 459. Thank you for ALL you do! Library workers ROCK!
- 460. Why no public phone?
- 461. Would I be able to suggest books and other materials that I think the library should get?
- 462. I don't have a question. However, I would like to say I LOVE the preschool story time. I enjoy my child's interest in the library.
- 463. The parking spaces are so narrow. I have a normal-sized car, but I'm always worried about getting hit, but parking is already limited so don't want to lose spaces. A suggestion would be to take out the green spaces in between.
- 464. Thank you!
- 465. More game computers in children's library!! We love Tigard library - looking forward to Murray Hill Library!!
- 466. Nothing! You are the best!
- 467. You are doing a wonderful job. I am so pleased with our library.
- 468. more new movies please
- 469. Nuttin - you folks are fantastic!
- 470. Would any of these services apply to your graphic novels?
- 471. Suggest limits on DVD quantity checked out
- 472. Are there any plans for a playground out back? I think that's the one thing that your library doesn't have that would be so nice for families with young children. With regards to books, you get an A+ from us!
- 473. I feel this library is great!
- 474. Color copies would be nice.
- 475. Nothing. U R doing great.

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Patron's Written Responses to Question #7: What would you like to ask us?

- 476. Good job!
- 477. I can't think of anything. I'm very pleased with your collection of computer books.
- 478. More movies available and able to checkout for longer than a week or 3 days. Tualatin Library - I go to the most.
- 479. Nothing really, everything is okay.
- 480. Just wanted you to know my family loves your library!
- 481. This library is really nice. I do think people need to whisper. It seems like most people are kinda noisy.
- 482. Can I get interlibrary loans?
- 483. I would like a better selection of books.
- 484. No questions--but we love our library!
- 485. I don't have any questions. I think everyone is happy with the service of the library.
- 486. Thanks for everything! My family loves coming here.
- 487. Thanks for being here!
- 488. No questions-but I would like to thank the person who hires your staff@ circulation-They're always fantastic to patrons, and volunteers are always friendly and kind. Great work!!
- 489. You guys are doing a great job-Thanks so much!
- 490. Explore new method to facilitate quicker DVD check out. Maybe separate from book check out.
- 491. Great Children's Room Desk
- 492. Thank you for the good service.
- 493. No questions, but the website could use an overhaul. The interface isn't as intuitive as one might expect, especially for older generations. Other than that, the library is quite nice! Keep it up!
- 494. more CD's
- 495. To get more books
- 496. Nothing at this time.
- 497. How do you do it? You guys are awesome!
- 498. Nothing - I'm quite happy!
- 499. nothing in particular
- 500. Can you do Spanish story time at another/ additional time?
- 501. n/a :-)
- 502. Just say thanks for a priceless gift! :-)
- 503. Suggestion: summer program, especially for children should be more meaningful. ie: incorporating science, math, computers - too many meaningless crafts.
- 504. Could the library be open until 9pm on the weekends?
- 505. n/a
- 506. I would like to pick up my reserved book and use self checkout without using someone to check me out.

2010 Tigard Library Annual Patron Survey  
Patron's Written Responses to Question #7: What would you like to ask us?

- 507. Nothing
- 508. nothing - just need more bestsellers!
- 509. Keep the telephone calls for notifying when a request has arrived. Thank you.
- 510. We would like to continue using the Internet to order our books and DVDs. We like this service as we are both elderly and this affords us fast and useful service since it is fast and useful. It reduces search and wait time. The personnel are always helpful and polite. For that we thank the Tigard Public Library.
- 511. Good job thanks. Better than Beaverton.
- 512. Can you watch video (streaming) of college football games
- 513. How you buy CD's for the library.
- 514. Wonderful service in securing books from other libraries.
- 515. We love the library!
- 516. Can you get more books on CD and replace the ones that are scratched and unusable?
- 517. I love the library! It just gets better & more responsive to the needs of the patrons.
- 518. Is there a way you track when items have a huge hold line so that can be used as an indicator of books to buy more of? Wish there were more Wii games to check out - not a big priority, would just be fun.
- 519. Can you buy more art books
- 520. Keep up the good work!
- 521. No questions-don't use much electronic "gizmos"-happy with what you have, generally speaking
- 522. Parking-spots are too small
- 523. Parking too tight! Love coffee/donut shop!
- 524. Stop giving reserve people preferential service. Honor little people also!
- 525. Love my library :)
- 526. Great library!
- 527. N/A
- 528. to get more new release movies :)
- 529. N/A
- 530. I would like to find English books such as ESL reading, writing.
- 531. I live in Washougal, WA and come here 2 times a month for an Options meeting.
- 532. More evening events.
- 533. Nothing!
- 534. Really love extended hours. Like email notification.
- 535. Nothing.
- 536. How DO you do it? You guys are fabulous!!
- 537. Nothing comes to mind.

2010 Tigard Library Annual Patron Survey  
Patron's Written Responses to Question #7: What would you like to ask us?

538. How do you keep everything so smooth flowing?
539. When will the front book drop bins be not overflowing so I can drop my stuff and not worry about them not being checked-in, in a timely manner. Things dropped after 6pm the night before in these bins aren't checked-in until the next day and fines are accumulated because someone didn't date the bins correctly, this is an on-going situation and a very costly one.
540. Nothing - I'm satisfied with library service
541. You are awesome
542. How do you continue to serve all of us so well?
543. How much sooner can new DVD's be made available?
544. [smiley face]
545. Thank you! You are a great library. I remember the old one on Main St. What a change.
546. Good movie selection
547. all good
548. Thank you for your service - it is appreciated!
549. nothing at this time
550. more funk in the music collection.
551. My request: to have an ongoing/current list of DVD movies as they arrive. Several people that are frequent users of this library are asking. We spend ALOT of time trying to find the "new" additions. Thank you!!
552. none
553. More jazz/funk in the music section, wider parking spaces
554. Longer DVD check out period - 2 weeks.
555. Nothing. Every time I come in everyone is helpful and nice. Keep up the good work.
556. I think you are way ahead of Beaverton!
557. Nothing
558. You're doing an excellent job!
559. Thank you for implementing the self-p/u for reserved books.
560. I always appreciate the friendliness of the staff here!
561. I love libraries!
562. Would like library to increase daily computer time from 2 hours to 4 hours
563. Nothing. I just really enjoy having a library! Tigard, great job!
564. Nothing to ask, but do have a comment: I love this library!
565. I have nothing to ask. I love this library!
566. I requested an item once you didn't have & then they said they'd order it. It's been 6 weeks & I have not heard anything yet. I'll check back later.
567. I think the prices for some of the Friends of the Library sale books are a little too high. Four dollars for a book is more than I want to spend for a used book. More sale books, i.e. a bigger section would be nice!

2010 Tigard Library Annual Patron Survey  
Patron's Written Responses to Question #7: What would you like to ask us?

568. Frankly, I like to experience the library - see the books & talk with the people. I realize the necessity of 'online' communications - but it's too much.
569. n/a
570. Thank you! The used book wall is the best!
571. Great job!
572. [Can you] recommend books based on other liked books.
573. No questions. I live in Beaverton and your library is the best in Washington County.
574. If you could possibly lower the amount of DVDs acquirable at anytime.
575. I don't really have anything to ask :) I love your library!
576. I don't have a question to ask.
577. none at this time
578. n/a
579. Seems like a great work environment. What is the best way to know when there are job openings?
580. I love the Tigard Library.
581. you are doing a great job thank you
582. more anime please ! (smiley face)
583. I wouldn't want to ask nothing. But, I do want to say THANK YOU!
584. Thank you for being a great library !!!!
585. n/a
586. ? u r u e?
587. Why is there a lack of African/Asian (South Asian) and Latinos in the paid staff?
588. How do you do such a great job every day? You are great (smiley face)
589. nothing else at this time
590. I would like more craft activities, etc for ages 11-15
591. /
592. Please make an internet computer available so I can stay near my children in the children's area.
593. --
594. Love the Library. Thanks for doing such a great job - always!
595. More DVD selections
596. Do you have predictable, stable funding?
597. Parking: I really like the gravel paths! The parking spaces are so small. Please make the one in front of the library std size instead of compact size! It would be helpful to have space between cars at end of path(s)
598. Nothing. Thank you for your services and staff. and time - your hard work.

2010 Tigard Library Annual Patron Survey  
Patron's Written Responses to Question #7: What would you like to ask us?

- 599. Keep up the good work!
- 600. (Could) the area with the best sellers be more easily accessible if the bottom shelf was left empty, if possible -
- 601. Great library!
- 602. nothing - very happy. (smiley face)
- 603. Can you get back carded Dewey Decimal Service on paper
- 604. good, nothing I can think of.
- 605. n/a
- 606. Can you offer toddler classes that are before 11:30am or after 3 pm?
- 607. I want to thank you for a job well done!
- 608. Could a gravel walkway be built from the rear of the building around the west side to the front entrance?
- 609. The library should look into having more reference materials, and periodals either in cd/dvd or on line
- 610. Can we get more hours on Sat & Sun?
- 611. Why there is not universal understanding of the term help.
- 612. Nothing
- 613. Keep up the good work!
- 614. Nothing all is fine
- 615. More non fiction Disc Books
- 616. Consider collecting testimonials from users online. Use for PR, the Board, etc
- 617. nothing (smiley face)
- 618. Could we have bigger parking spots. It's terrible to accidently ding someone's car.
- 619. N/A
- 620. Nothing at the moment. Keep up the wonderful work.
- 621. Why the poor parking access (see people hitting cars with doors, monthly) or people squeezing in. Too few spaces. If staff parks at Church, maybe volenteers can too? Too many missing computers - PORN
- 622. I'm happy
- 623. nfer
- 624. (a smiley face picture)
- 625. Bigger parking spots please!
- 626. Nothing - service is great!
- 627. Do you guys have any OWI City music CD's.
- 628. I think the library is a wonderful resource. I use it to get books, use computers, make copies, etc. The reference desk staff are fabulous! They are so helpful.
- 629. I am happy with the library

2010 Tigard Library Annual Patron Survey  
Patron's Written Responses to Question #7: What would you like to ask us?

- 630. Not really because the libeary is awsome Thank you
- 631. nothen your all good
- 632. Keep up the good work
- 633. Why don't you have more books on the French and Indian War?
- 634. on return of books on CD; takes too long in postage; often get charged extra.
- 635. How do you decide which comic book series to update (ie bring in the most recent issues/volumes) first?
- 636. When will you restripe the front row of the parking lot in wider spaces. They were painted for compact cars but are usually full of vans, etc.
- 637. How long has the Tigard Public Library been here?
- 638. How to download books/DVDs SAFELY. Thanks
- 639. I like the current way the library is providing. No improvement is necessary at this time.
- 640. Who orders all the fabulous foreign + independent films? We love them!
- 641. I am very grateful for the library. I use the large type books.
- 642. I think its great you have a Spanish game computer for the children, but could you add another English computer please because now the wait time is even longer.
- 643. Would like more computer training.
- 644. to have a class on USA jobs
- 645. more reading lists for children recommendations for boy and girl early readers or by subject
- 646. more dvd and the latest movies
- 647. material is good
- 648. Great job. My kids love coming here.
- 649. Why does it seem as if newly published books aren't available at the library until almost a year later. My children also feel that there are not enough copies of popular book series.
- 650. You're doing a great job.
- 651. I like being able to pick up and self check holds now {: ).
- 652. Would the library be able to purchase really old books on tape for me?
- 653. Would love more toddler computers.
- 654. You guys are great!
- 655. Tigard library is much much x10000 better than Beaverton. I (heart) you.
- 656. Continue to keep up the good work.
- 657. Keep up the good work! And make available online the different museums one can visit - info. about the passes.
- 658. Our family enjoys the service to us in all areas. Tigard has been our favorite place to be. Thank you all.
- 659. Thanks.
- 660. Great library! Helpful staff/employees, nice computers. Headphones would be a good addition as well as an extra hour per day or more of internet use would be ideal.

2010 Tigard Library Annual Patron Survey  
Patron's Written Responses to Question #7: What would you like to ask us?

- 661. Nothing. :=)
- 662. THANK YOU, THANK YOU! This is such a great place and wonderful for our community! Keep up the GREAT WORK!! :=)
- 663. More arts - when the Art Museum does presentations or explains the artist, etc.
- 664. Are you going to add Powerpoint to your computer classes?
- 665. great library
- 666. good job
- 667. thanks for all that you do!!
- 668. how to block unwanted emails and naming music files-Skype or yahoo
- 669. Want to say- I LOVE THIS PLACE!!! Thank you for being open at times which help me > 9 on Friday and >6 Sat and Sun
- 670. We love this library. All librarians are very helpful and I am happy with all the services!
- 671. I would like it if you had more copies of the books in the Percy Jackson and Olympians books.
- 672. I liked the fact that this library was decently sized. I just wish there were more locations. I saw one to open at Scholls-Murray. Good!
- 673. like auto check out thanks
- 674. Have been patron of numerous libraries throughout the US. This library is very well used by the community and appears to be well run. Am relatively new to it so haven't used all services yet.
- 675. thanks
- 676. nothing...yay's cd
- 677. I would love internet use before 10am
- 678. Idea: Overnight kids parties- or even for adults.
- 679. nothing, thanks!
- 680. About what time the library closes
- 681. Young adult books about sports
- 682. Nothing Keep it up!
- 683. None, just keep up the good service. Thank You.
- 684. I think you are great !
- 685. 1.Are there plans for easier (paved) access to the library from the new footbridge?  
2.Would it be possible to soundproof between rooms 2 and 3 ( the rooms patrons may check out)?
- 686. thank you - love the library
- 687. we are very happy with the T Library.
- 688. Love this location! Always great.
- 689. I'm good w/all the staff and services
- 690. thank you for allowing reserved bks to be checked out -self checkout

2010 Tigard Library Annual Patron Survey  
Patron's Written Responses to Question #7: What would you like to ask us?

- 691. Would be nice to have Wii games available for checkout as well.
- 692. what family history on line resources do you provide access to? Ancestry.com? etc.
- 693. N/A
- 694. The parking spaces are too narrow!
- 695. why don't we have 3 hours??
- 696. Nothing-Love the reading room!!
- 697. more Russian material?
- 698. Can I check out a car?
- 699. for art displays from public artists
- 700. Why aren't cd or dvd checked out for more than 1wk? w/ 6 or 7 discs I think we should have them 2 wks.
- 701. I am very happy w/the library no complaints.
- 702. a quality check on movies many rented did not work
- 703. internet much improved-glad you show holds available via email-thanks for all your improvements.
- 704. would like to have more "Traditional Jazz" available, like what is heard on KMHD on Saturday and Sunday mornings. I originally filled this out online. Have thought since doing so of adding this comment.
- 705. Love the library. My girls would like the bronze book returned to the statue children's hands.
- 706. Several times books or DVD's were returned as scheduled, but were noted as late in the computers. Library admitted their fault and waived fines, but it sounded as though they were doing me a favor. Thanks.
- 707. No questions just congratulations! What a great library!
- 708. No question - only comment - this library is wonderful. Being able to use the computers means so much as I don't have one at home. Thank You!!
- 709. A larger selection of bks in different languages, for kids would be a good addition. I am happy w/service.
- 710. Love the Library!
- 711. Does interest pile up if you don't pay for the library late fees?
- 712. You have flat out best kids section in the state. Our kids love it.
- 713. How do you do it!?
- 714. Like internet job search before 10am.
- 715. nothing
- 716. Do you have the Oregonian on microfiche?
- 717. Nothing
- 718. none
- 719. none
- 720. none
- 721. nothing

2010 Tigard Library Annual Patron Survey  
Patron's Written Responses to Question #7: What would you like to ask us?

722. I don't have time to read *The Grapes of Wrath* this month. Can I still participate in Tigard Reads?

723. More Spanish material. Thanks