



# City of Tigard Tigard Public Library Survey Results

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## Question #8 Responses: How can we serve you better?

Comment Text
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1. More music – Classical, Ethnic and Relaxing
2. Actually, I don't use the check-out desk often but instead use the new self-check-out system which I like very much.
3. PLEASE LARGE PRINT BOOKS
4. if possible, more computer classes available for advanced classes in Excel and Access
5. Great job
6. Two times I have damaged books and the atmosphere (when approaching the clerks about this) was that I am a bad person for allowing a book to get damaged. Accidents happen. Even when closely supervised, small children can tear a page and you can't jump fast enough to stop it. If you expect people to turn in a damaged book and face someone about it, you need to reinforce that they have done the right thing, thanking them for bringing it to your attention. If you make it a negative experience, the natural tendency will be to repair the damage themselves and turn it in as if nothing has happened. Making it a negative experience reinforces what you don't want to happen. Other than that, my library experiences have been great. Everyone is normally friendly and helpful.
7. Computer classes: "Vista" for Beginners, Genealogy for Beginners, also for seniors. Spread sheet Information storage classes. Simplify course advertisements articles - example: Molly Gloss genealogy workshop today 7 p.m. at library. Only to find out genealogy was at 4-7 p.m. and 7:00 p.m. was a book discussion.
8. We enjoy the accessibility and services offered. Thanks much.
9. I'd like to see a wish list option to request DVDs, books, or CDs for the library to purchase.
10. Wonderful place--wonderful people!
11. I'm a satisfied customer!
12. I enjoy every minute of it
13. Well everything is good and you guys serve us good. Thank you.
14. Everything they do is ok
15. Making copies from the internet is very confusing
16. Keep doing the same!
17. I want more Japanese books (children's books!!)

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### TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008

18. Getting more books.
19. Covered walkway in and out of library!
20. The searching for CD's could be better, by having an "enter the search by key fields" option.
21. You're great already
22. Doing great! Thanks for cultural passes and children's programs.
23. Get new DVD's or movies faster
24. We'll see
25. ?
26. We love you guys!
27. It is already good.
28. More Chinese books, magazines and tapes.
29. I can't think of anything to improve on. Excellent library.
30. Keep up the good work!
31. Longer hours and more DVD movies.
32. Place reserves in a publicly accessible spot.
33. I love all the hours the library is open. It makes it easy to use.  
Thank You.
34. Put holds where we can get them and don't staff the self check out. It is a waste of taxpayers money!!
35. Newer books on tape.
36. Internet with audio headphones like other libraries such as Beaverton has.
37. Patron comment: Doing fine - better than Multnomah!
38. Self pick up/check out the "hold" items.
39. Love the library! It would be great to have more older videos and more videos at this location.
40. I would like to have more periodicals representing a conservative view but having requested such in the past fruitlessly I realize there is no point in requesting them again.
41. For a fee fax service would be nice.
42. Put a do not enter sign at entrance at Y in road. Arrows do not work.
43. Continue your warm, friendly service.
44. Please request more materials in Spanish and other languages. Our society is increasingly growing and evolving into a multicultural society and we need to keep up to meet their literary needs.
45. I appreciate the additional hours
46. Doing fine!
47. Internet with audio headphones
48. More books on CD. That's all I check out.
49. Could use larger section for large print books.
50. More story time in evenings.
51. Longer time on the computers

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52. More manga!
53. More tapes and CDs (Book) and otherwise.
54. Order more books on tape -- my wife is legally blind and the books on tape work the best for her -- CD's large print books and downloads don't work very well for those with significant sight loss.
55. Notify by email instead of phone.
56. More book on CD
57. I think the library is pretty good, how it is.
58. More cultural passes.
59. Can't think of anything.
60. None that I can think of now.
61. It would be useful to be notified by e-mail rather than or in addition to (or perhaps the patron can designate a choice on their online account or library card application?)the current phone system, when items they placed on hold are available.
62. Open a branch on Scholls Ferry Rd.
63. I like more movies for about 10-13!
64. I think what you are doing it's just right..!!
65. Put out non-holdable items more frequently during the day so that more people have a chance to get one. When you put a lot out all at once then a few people take them all.
66. The library has been great.
67. When new books come out like Orlando Figes "The Whisperers" more copies should be ordered. So many people in Oregon use the library and there never seems to be enough copies of newer books. Thanks! :)
68. You are doing an excellent job!!
69. Books on CD.
70. More books.
71. Longer open times,
72. More duds.
73. Very grateful for the library services!
74. (1) Email functionality to remind about due date can be enhanced, and (2) when the items "on hold" become available, patrons can be notified asap.
75. Can't think of anything at this moment.
76. I think you have just about covered the basics. At this time I can't think of anything.
77. At this time I'm fully satisfied with services offered.
78. You are doing great. Today I visited the library and the gentlemen upstairs was so helpful. Will visit more often - we like the service and friendly smiles.
79. Dewey classifications flyers -- like recognizing signs for aides ("These shelves cared for by...")
80. Links to jobs & employment would be nice.
81. Thanks for a nice job.

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82. This is the best library I have found in 50 years of library use up and down the West Coast. You are doing great!
83. Better timely instructions using computer and investment websites, maybe offer classes?
84. I love this library!
85. You can't.
86. More evening story times.
87. More computers in the children's book area.
88. Signage from 99W going north was not good, Maybe it was there, but I didn't see it.
89. On-line check-out.
90. Thank you!! :)
91. I don't know because the library is great!
92. I've been happy with your services; continue with what you offer. No complaints here - a suggestion though: locate your study rooms away from the front door, room #1 away from incoming visitors and #3 away from where classes take place or sound proof them a bit more.
93. Extend hours.
94. Doing well.
95. Longer hours/pay staff more.
96. None.
97. More computers.
98. Request other forms of ID to get a card.
99. More CDs and books; especially more copies of popular items.
100. Special button for book renewal on web site - could not get job web site videos. Blocked by library. Need better/faster access to job search sites.
101. More audio book tapes.
102. More hours
103. Whoever designed the parking lot sucked at it.
104. You are doing great.
105. Need more computers for kids.
106. Keep up good work.
107. Longer hours.
108. I use the library to do homework - great place.
109. I'd like to have more books on CD - both fiction and non-fiction
110. I hope the library could build a shelter for bikes, because lots of people ride bikes to library year around.
111. I like the previous location better.
112. Bring back the English conversations group. I teach English as a second language at PCC, this is something my students like. If you need volunteers- native speaking ones - contact the department at PSU for graduate students. Tesol students have to have a number of hours of tutoring to get a certificate or MA.
113. Make it easier to place books on hold without library card.

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114. I like that now we have a second baby time. More activities in the community room. Thanks.
115. Longer hours on the weekend.
116. As a single mother of two toddlers, I would like to suggest adding two or three adult computers in the children's section so that I can keep a watching eye on my children. It also allows me to be near to my children rather than using the computers upstairs.
117. Remain open w/ convenient hours!
118. Thank you for putting color labels on children's items. Without color label, it's harder to find the items.
119. Bottled water and mints.
120. Provide more desk space and plug-ins for personal use laptop computers. Allow access to internet without having to use library card #.
121. More magazines.
122. Continue adding resources - especially books and resources in other languages such as Japanese.
123. By making the website more user-friendly.
124. Expanding Spanish children's/adult books, DVDs.
125. Free coffee and pastries.
126. I like the library and it's awesome.
127. Love the library everyone is helpful.
128. I have asked about volunteer work and nobody has contacted me. (Note: Trish has followed up on this.)
129. History area open and available more.
130. Get more books of a different type (ex. Magic the Gathering Series.)
131. No.
132. I have not been to the Tigard Library since it was on Main Street. I am absolutely blown away by the excellence of this facility. To see so many people here using the library is absolutely amazing.
133. You guys are awesome.
134. Make the website easier. You need a password to check on but it doesn't tell you how to get a password.
135. You do an excellent job.
136. You're doing great - some more magazines.
137. Thank you for staying open later on nights and adding more DVDs like OPB, Masterpiece Theater titles, etc. Really enjoying those--also book sale in lobby always interesting for perusing--I see lots of people browsing.
138. With a public Phone.
139. Just keep doing what you guy have been doing.
140. I'm very happy with what I get from the Tigard Library. Thanks!
141. You're doing fine.
142. You are doing a great job.
143. Your doing great.
144. More book sales.

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145. Enforce cell phone usage/noise.
146. Good job. Where's my brick? Location table.
147. More books on similar topics, like the magazine section too, Mystery books.
148. I'm glad you're open earlier on Thursday.--Thanks!
149. More room for toddler classes. (I know it probably won't happen.)
150. Anything that you want it will be very good for us.
151. It's all good.
152. More computers.
153. More hours on weekends. Thank you
154. More films.
155. More films.
156. Ability to search available DVDs.
157. I love the Library but what I'd like is an extra half hour for computer services.
158. Find a way to keep the Tigard history room open more.
159. I will be taking more of your computer classes. You people are very nice and helpful. I am to going to Mt. Hood college.
160. Hours are good and everyone is nice and helpful!
161. I had great service. The staff was wonderful!
162. More activities for 10 and older.
163. Come up and ask if someone needs help more often.
164. You do OK!
165. You guys do great.
166. You are doing just fine!
167. Yes! Don't misplace returned items.
168. Just moved to Tigard from 53 years of Eugene, OR residency- Very happy and surprised by the modernity of the Tigard Library.
169. You are doing a super job!
170. The Tigard Library is great.
171. More auto check-outs.
172. Do not put barcodes over titles on DVDs, Cannot read sometimes.
173. Earlier hours on the weekends - including Sundays!
174. Already doing great!
175. Buy more copies of quilting books and magazines. You guys are great.
176. You can't improve on perfect.
177. We come to Fun for Ones and have attended this (and Book Babies) for over a year now. The program has grown (and is successful - yeah!) to the point where we have to arrive by the library's opening in order to get on the list and participate.
178. GREAT!
179. You do a fantastic job! You are my favorite library EVER! Keep up the great work! Thank you!

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180. You are the best.
181. By having more programs in kids and teens.
182. My friend is renewing her library card!
183. I think everything is ok.
184. Nothing. Everything is ok.
185. I'm satisfied - Thanks!
186. More hours.
187. The library's second floor is extremely hot.
188. Go back to opening late one day a week M-F and more hours on Sunday.
189. Maybe get more computers!
190. More self check out machines. More CD fiction audio books – unabridged. More epic sagas by British authors.
191. Nothing – they're doing GREAT!
192. Nope.
193. Maybe intermediate and advanced computer class for all ages. You guys are doing a wonderful job. Congratulations.
194. Maybe more of the newer releases.
195. I'd love it if your stone-covered paths led somewhere instead of in between 2 cars parked closely together. Thanks.
196. Give me more internet time.
197. I think you do a very good job.
198. How about stocking more classics: "The Stranger", etc. There have been times when some very important books were unavailable-as in not part of the collection. Otherwise, this is a wonderful facility-I sing your praises often. Thank you.
199. NO COMMENT JUST NOW. ALL SEEMS OK!
200. Looks really nice in here.
201. I hope you can keep current on the Macintosh "manuals"!
202. Longer hours.
203. You are all wonderful.
204. I think a few longer hours would be great. The staff is very helpful and check out people quickly.
205. Online listing of used book sales.
206. Checkout items when fines are still high.
207. Parking spaces at very front area are too narrow!
208. Just fine. No improvement necessary. The private rooms are an excellent service - please keep them.
209. You're doing the best you can to meet my needs.
210. N/A
211. Later hours for study.
212. More sheet music.
213. We are very pleased with the library and all the programs for teens and kids.
214. N/A

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- 215. I like everything, maybe some more computers on the 2nd floor.
- 216. (Smiley face drawn)
- 217. Great service - Keep up the good work. Thanks.
- 218. Good now.
- 219. More computers.
- 220. More time on the computer if working for work.
- 221. Increase the quantity and quality of browsing and incidental display of materials. I guess this means (sentence unfinished)
- 222. Be in my living room.
- 223. It would be more convenient to be able to use the internet for more than 2 hours. Sometimes I have important things to take care of and 2 hours is not enough time. A good example is filing taxes.
- 224. All is ok.
- 225. I was an out-of-state visitor looking for tax forms. Your people were very helpful and your library had everything I needed.
- 226. It's doing a great job!
- 227. Thanks for being here.
- 228. You are doing just fine.
- 229. I'd like some books in paperback available by genre on the first floor-Romance/Suspense/Mystery
- 230. Thanks for better hours and parking!
- 231. Keep offering great programs for children, especially babies! Thanks!
- 232. EXTENDED HOURS.
- 233. Keep up the great work! I love the library!
- 234. You already have.
- 235. Thanks for restoring Thursday morning hours and Friday afternoon.
- 236. Your services are very good from children and similar books.
- 237. Cultural passes online.
- 238. Reserve cultural passes on-line.
- 239. More hours.
- 240. You can serve me better by asking me the questions yourself.
- 241. It's great, and the hours are convenient!
- 242. Keep on providing the great services that you already provide.
- 243. I don't use the library enough to know.
- 244. Vacuum the carpets in the children's room daily. Shampoo monthly.
- 245. Continue to have a good variety of new books and books on CD.
- 246. More children's programs?
- 247. Do a really good job already.
- 248. You're great - I just need to remember to come more.
- 249. I don't visit the library that often just to check out books mostly, but a few more internet computers wouldn't hurt. I seem to

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always come when it's packed. Other than that, good job!

250. Doing great!

Comment Text
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251. Be open more hours.

252. More candy.

253. Very happy. Such a beautiful library. Love the big windows upstairs. Everyone very helpful and friendly.

254. You are awesome!

255. Everything is fantastic. (happy face here)

256. I think you're excellent - no fixing needed. (happy face here)

257. I enjoy the library very much and can't think of anything else I need.

258. I am satisfied with it as it is now!

259. Great job!

260. Longer hours.

261. I was going to Tanesborne but it moved. I work at Tigard Home Depot. This is very handy, I will be back.

262. Better the services for hold and request on DVD when it comes to requesting certain DVDs.

263. More computers w/internet service.

264. No comment.

265. Please MORE new books - 2 weeks!

266. Keep good children's programs coming!

267. Process returned materials quicker.

268. You are doing more for me than I could have dreamed of.

269. You can't. Every time I have been here, has been a fantastic experience. Thank you

270. You're doing a great job.

271. More Chinese books will be nice.

272. Having an area of computers on the main floor for handicapped users only would be helpful. Then it wouldn't be a problem when the elevator is out of service. For people who are moderately physically challenged and /or in wheelchairs, the stairs are definitely a barrier on those few occasions when the elevator is out of service.

273. The emails you send to notify someone that their books are due always get cut off and I can view only half of each word. I don't know what is wrong but maybe you could check it out. Thanks.

274. Re-stripe the parking lot. Need larger spaces and clearer pathways. Love the kids programs. Keep it up.

275. Please keep up the good work.

276. Can't think of anything. I think this library is fantastic.

277. Very happy so far.

278. More up-to-date artist books as well as fashion. I love the

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remodel and there needs to be books that match the buildings modern setting.

279. More user friendly website.
280. More paperbacks, more regency romances. Get all books by authors or at least the full series.
281. Everything is fine.
282. Cost of copying is a little high. Would like more books on wildlife and primates.
283. Spent too much money on landscaping, tax money wasted. Excellent employees and attitudes.
284. Doing fine.
285. The availability of the internet is not sufficient for students who have to use the internet for school.
286. Longer hours and later hours.
287. Large print books.
288. More Spanish books and videos for children.
289. Bigger parking stalls.
290. Open the Tigard room more hours.
291. We love the library.
292. More audio books.
293. Doing great. Enjoy the programs for kids. Like the selection of DVD's and children's books. I needed a book for teaching activities; Borders and Barnes and Noble did not have it but the library did.
294. Mostly DVDs and kids books.
295. More internet time. 5 hours to be precise.
296. You are doing a great job!! Thanks
297. Fax machine.
298. Great job.
299. I love your new hours. Hope you can add more hours on Sundays.
300. I would like some children's activities on weekends or evenings. It seems a lot of programs are on weekdays, which is hard for working parents.
301. Is there some way you could stack the DVDs so you could read the titles without getting a stiff neck?
302. I love Washington County Libraries. I think you're doing a great job.
303. Suggested book purchases.
304. More Christian DVD's (movies). Easier access to the Internet to look for work, start businesses.
305. More information for Hispanic speaking community.
306. Your DVD section is abysmal!!! Please grow it.
307. The library is excellent for my child and family; especially the baby programs.
308. More DVDs and CDs.
309. I would like more programs for kids (at least at Beaverton

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Library).

310. More comfy chairs and fireplace in lobby.
311. Love the hours! There was a restructuring of them and it works well for our family. Love Book Babies!
312. Expanded hours (e.g., every so often in the past, a 1:00pm opening time was inconvenient).
313. I need more time on the computers. I think two hours is not enough.
314. We really like the new hours. Love the website and the services such as "novelist".
315. More foreign language options.
316. By getting more popular books.
317. Tigard Library is fantastic! I just moved to the area and look forward to many more visits. Appreciate availability of resources and extensive children's book collection. Great organization.
318. Make the parking lot easier to park in. Make the paths that go thru easier to see and safer when getting to the door.
319. I may like to use internet access.
320. You guys are doing a great job!
321. You are doing great.
322. I wish you had Noam Chomsky en español, Donald Trump en español and more political items in Spanish. Thank you and God bless our planet.
323. More books.
324. I was going to say candy, but there is a basket of some right next to me.
325. Get new computers and buy more books.
326. Have more audio books!
327. More variety of books and computers.
328. Allow patrons to use self-check-out for items on hold.
329. More current DVD's. The selection is so limited and old that I can't believe it hasn't been upgraded with the rest of the library!
330. Problems: smell of coffee upon entering--allergies triggered. Pedophiles on line--porn addiction served here. Intersection to Hall adjacent to the library difficult to cross. Light? Too liberal minded--should be neutral.
331. Used to be able to attend toddler time with older kid, yet now it's always full. Wish I could attend these kids programs without any worry. Now I have come unknowing whether I'd get in or not. Otherwise the programs especially for kids are excellent.
332. By just doing what they are doing now.
333. Do not change a thing.
334. More books. I love books. More programs.
335. Cell phone use inside library especially at computer areas is increasing.
336. Doing good so far.
337. Love the Fun for Ones.
338. I have two 18 month olds. More classes and/or activities for the

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kids would be great.

339. Open earlier on Sundays.
340. All services are excellent.
341. You are wonderful--love your kid's programs!
342. Make sure or double check when a book is brought back that you clear it from a person's account before putting it back in circulation. This has happened a couple of times to me and my family, where a checked out book was returned and later we find out we were charged and we go and find the book on your shelves. Oh what a surprise!
343. Every children's DVD we have checked out has been scratched to the point that it will not play all the way through.
344. Put up signs reminding people to be quiet (no talking) in the library. You're clear about cell phones but not a word asking people to be considerate about talking.
345. Already better service.
346. Everything outstanding so far.
347. Longer hours.
348. We love coming to the library :)
349. Don't know yet.
350. It's all good.
351. Provide more computer access at all branches.
352. More animorphs.
353. Keeping your doors open as much as possible with funding restrictions. Keep buying new books, also.
354. Great already.
355. I love your community programs.
356. I feel as though much of my time was wasted today by the Tigard library. I do not appreciate the supposed "security" precautions on the "valuable" internet. Being the card holder that I am, I feel excluded from having access to the Internet. This exclusion has now wasted time I do not wish to have wasted.
357. Expanded hours.
358. We love the librarians & all the great programs!
359. Great job. We love all the programs you offer. We really like that you have a Spanish children story time.
360. Good job!
361. Its fine with the way it is.
362. No ideas this time! We love it here.
363. You are doing great! I wish there were more Saturday children's programs ages 1-5 at 10 a.m.
364. Nope, you are doing a great job, especially the children's department which we use a lot!
365. Can't think of anything. Thank you.
366. Doing great!
367. Keep up the good work.
368. Open earlier and/or stay open later on Sat & Sun. I'm glad you

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open at 10 a.m. all weekdays now. Now please provide a public telephone - lobby? Outside? A color printer would be good.

- 369. You people all do an exceptional job. It is truly the nicest, well-kept library I have used.
- 370. More new movies and youth graphic novels.
- 371. You're doing fine.
- 372. It's excellent.
- 373. On the internet, when seeing items being held, it would be very helpful to see the last day to pick up the item.
- 374. I only came here for the tax service.
- 375. Give a little more time using the internet.
- 376. More current and old books.
- 377. More music CD's
- 378. ?
- 379. Service is fine.
- 380. Longer hours on Saturday and Sunday.
- 381. It's fine the way I see it. Nice job.
- 382. I love your evening programs like the salsa dancing! More programs like that would be awesome. Movies are fun too! Thanks for all the great service. I always look forward to visiting the checkout desk. They go the extra mile for me quite often.
- 383. Excellent service. Great resource.
- 384. All-you-can-eat buffet. (Chinese)
- 385. More books? (Seems like Beaverton has a lot more)
- 386. I would like to have somebody who receives and checks the receipt of DVD/CDs when they are brought back. I was charged with a fee for cracking a CD; a mistake that was not caused by me but because I borrowed it last it was put on my account. That was quite disappointing for me because the CD was fine when I dropped it off.
- 387. Controlling people using cell phones inside the library, especially the second floor. It's really disturbing! Also, don't allow noisy kids in the second floor. Thanks! :)
- 388. Keep up the good work!
- 389. I like the new computers and automatic call re: items on hold. Thank you.
- 390. I can't think of anything you guys can improve because you're doing a pretty good job.
- 391. Police cell phone abusers.
- 392. More new movies at Tualatin branch. e-mail alerts for kids activities like movies, classes, etc.
- 393. Greater selection of new books in print---especially popular fiction.
- 394. Automatic renewal of books and no fines.
- 395. Maybe one or two more self check out machines.
- 396. Open at earlier hours, but that probably translates to more tax dollars. (smiley face)
- 397. Doing great.

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398. Great facility great service. I use the wireless internet; it works great.
399. Larger Young Adult section.
400. More Young Adult computers.
401. Continue to have movies for kids, community programs like poetry, jazz, marimba, etc.
402. Be open longer. We love the library.
403. I'm good.
404. For a library, you are serving up to par. No suggestions. Thanks.
405. Good job.
406. Tell people to step outside to use their cell phones.
407. I'd like current opera CDs and DVDs.
408. Allow longer internet time per visit.
409. Call when your book needs to be renewed so you don't have to pay the fines.
410. Keep them open longer.
411. Have less time use on the computers so that other people will have a turn to use them.
412. More big print books.
413. Hard to answer---great job. Your hours are great! Wonderful services!
414. You're doing very well. Thanks!
415. Somehow reinforce the no cell phone rule. And tell people to lower their voices. Especially kids, or moms with kids.
416. Stay the same!
417. Longer checkout for books.
418. More computer classes. 2/month of each type of class offered instead of 1/month. The classes are great. The assistance I get at the library is fantastic!
419. Doing a great job. Thanks!
420. Keep up the good work and get more children's craft books.
421. I am looking forward to a good relationship with the library.
422. I think you guys should put more movies and longer hours.
423. I know it's unrealistic, but some kind of cell phone alarm to remind people to turn off their cell phone. Reminding people of proper library etiquette.
424. Free coffee.
425. Shorter number rather than "bar code" to use to reserve books, or add scanner to computers.
426. Sometimes the book's "label" on the front cover completely obscures the title.
427. Less coffee smell. More computer access or less kids playing UTube, MySpace, etc. Provide lists of books/videos that children check out. Plus website history. I'd pay 10 cents a page.
428. The online database is a little confusing and may be too case sensitive; it's difficult to find the books I want unless I come in.
429. Make DVDs available longer than 7 days. I checked out a DVD

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that was 7 discs and not renewable. It would've been good to have it for a few more days.

- 430. More quiet rooms for studying, like the reading room with more tables.
- 431. More quiet rooms for studying, like the reading room with more tables.
- 432. English courses please.
- 433. More programs.
- 434. Have a better set of rules about what food/beverage items are allowed. You have the Sesame Donut shop on your premises and I bought a beverage from them which was confiscated by the Reference desk worker since it was not a hot beverage, even though it had a lid. He said I could have it back when I left. I felt offended by his actions.
- 435. Just keep up the good work.
- 436. We love the conference rooms.
- 437. Thanks for longer computer time!
- 438. Better & newer DVD's & more copies. The wait can literally take months.
- 439. They're doing great!
- 440. I'm happy!
- 441. Doing a great job.
- 442. More children's programs - - maybe some home-schooling programs as there are many home-schoolers in the area.
- 443. I'm so happy with the library, staff, and how things are run!!!
- 444. Give a total number of items borrowed in a library account. Example: 10 items borrowed so one knows at a glance.
- 445. Make addition handouts available to people who have taken computer classes so they can assist other people learning computer techniques.
- 446. More computers so we can use them longer.
- 447. When I want you can serve it. I like Tigard library. Thank you for your service. Thank you!
- 448. Multnomah Public Library Web program is much easier to use.
- 449. Open later on weekends.
- 450. You're doing a very good job.
- 451. I'm aware of budget cuts, but earlier hours on weekdays would be nice. Thanks.
- 452. I know you get swamped but sometimes items I've returned don't get checked in timely and a fine shows on my account that I don't expect! Overall you do a great job.
- 453. Please get magazines like Tattoo.
- 454. Doing a great job!
- 455. I wished your hard-back mysteries were shelved separately. It's hard to browse when they are mixed in with regular fiction. The "Mystery" on the spine isn't always there.
- 456. As I see it right now, it is nice the way it is.
- 457. New movies - not foreign.

## TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008

458. I think you are doing a perfect job and so do my grand kids.
459. I wish it were possible to sneak upstairs w/out my children for 5 minutes. I think the policy of kids having to be 11 or 12 is maybe a bit much.
460. Better signage for first floor stacks. For example, there is a plethora of objects (Books, DVD, etc) which could benefit from subject matter labeling.
461. You're doing great already.
462. I come with my grand daughter because story time is a perfect time/day for us. She attends preschool on Tue/Thurs & we used to go to Beaverton library but it doesn't work this year. We've been coming since September and really enjoy the story/craft time. Thanks!
463. KEEP ON DOING WHAT YOU'RE DOING - A GREAT JOB  
THANK YOU
464. CAN'T READ.
465. Always interested in more books on CD.
466. More hours of operation; more hours for internet computers.
467. More self check - including pick up of "hold" items.
468. Open earlier on Thursday.
469. IT'S A GREAT LIBRARY!!
470. Color Printer. Self pick up of holds.
471. EVERYTHING IS GREAT!
472. The Tigard Library is second to none in terms of service, quality, and selection of books. Your cleaning person is amazing. Cleanest restrooms in town. Even the toilet paper was folded into a triangle, just like the Radisson. Many thanks for a 5-diamond library. I also appreciate your library staff which keeps an eye on patrons using their cell phone. Everyone eventually learns that they need to cut the blabbing at the library. Very nice staff.
473. Home delivery but that's asking too much.
474. More renewals than 2 if not on hold for others.
475. EXCELLENT. KEEP UP THE EXCELLENT SERVICE.
476. Unsure at this time. We've only just started using the library since coming back into town.
477. Old movies on DVD.
478. YOUR DOING JUST FINE.
479. Sometimes I wish you opened earlier, but that is understandable. Can't expect you to stay open 24/7! Keep up the stellar work! I greatly appreciate all of the services you have to offer. Also, the staff is ALWAYS eager and happy to help!
480. I think it is fine the way it is.
481. MORE BOOKS.
482. Allow city staff cards to place holds again.
483. HAVE MY FAVORITE AUTHOR WRITE FASTER.
484. Only second visit to new building. So far so good.
485. VERY GOOD SERVICES!
486. Display a list of new books out for adults. Have staff

## TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008

recommendation for adults. More programs for young adult/adult authors, also like to see writing workshops. Bring back Young Adult Book Club without movies - just books!!!

- 487. FIX ALL COMPUTER AUDIO SYSTEMS FOR HEADPHONES.
- 488. More teen programs, like creative writing workshops. Bring back the Teen Book Club without the movies.
- 489. Nothing - you're doing well.
- 490. MORE BOOKS.
- 491. Have to get here early to get on internet. I use Ancestor.com and did use Heritage Quest but no longer available sorry to say. Might clarify parking lot. Seems you have one way but many do not use it.
- 492. DOING GREAT!
- 493. KEEP UP THE GOOD WORK.
- 494. Once upon a time every section/aisle was labeled and I could browse (like seeing a sign "anthropology" and think "That sounds interesting".) Now you really have to know what you're looking for and use the computer or - in my case -the reference desk. And I don't find anything anymore.
- 495. We would love to have an opportunity to read to the dogs on another day other than Wednesday and Monday.
- 496. ?
- 497. HOW ABOUT SCANNERS FOR THE COMPUTERS?
- 498. Keep up the good work.
- 499. Stock more copies of new books, music & movies.
- 500. SOMETIMES WHEN I RETURN THINGS IN THE "DRIVE-THRU" DROP-OFF BOX I GET CHARGED FOR THESE ITEMS BEING OVERDUE. I'M NOT SURE WHY/HOW THIS HAPPENS. BUT IT HAS HAPPENED 2 TIMES ALREADY. BUT I DONT MIND SUPPORTING THE LIBRARY. THEY DO A GREAT SERVICE TO OUR FAMILY. THANK YOU.

#### Comment Text

- 501. More computers with internet.
- 502. Humility.
- 503. Keep the Goose Bumps books and DVDs.
- 504. ADDITIONAL PROGRAMS FOR ADULTS.
- 505. My phone has rung here and people in the lobby (employees, etc.) are very rude. Needs improved customer service - friendliness. Phones do ring by mistake and a kind reminder would be enough.
- 506. Themes.
- 507. Coffee & Donuts.
- 508. Your services are very comprehensive. I am very pleased with the Tigard Library.
- 509. Have more books on CD.
- 510. Get big trucks to not park in compact spots.
- 511. The better hours are great!

## TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008

512. I am very pleased with the current service.
513. Keep up the excellent work.
514. Would like more recent movies.
515. Doing a great job! Everyone is so helpful.
516. I am really glad that this library is great for my needs
517. Can't think of a thing. You're great! Thank you!
518. I would like reminder emails for books due to be sent 1 day in advance instead of 3. Great Library and great Employees!!
519. I think you guys do a great job! No changes needed. Thanks.
520. Have more copies for new bestseller books in order to decrease time on wait list.
521. More DVD's - both movies & biography/history.
522. Stay open more hours.
523. More DVD's to check out.
524. Include more copies of items that are checked out often.
525. Make compact parking spots bigger.
526. Information on genealogy resources - other than during the day (perhaps a weekend program).
527. Put more money into books, tapes, DVD.
528. Let the internet timing be longer. Sometimes I have to write an essay and I don't have enough time.
529. You are doing a fine job.
530. Would be hard to improve
531. More bookmarks.
532. So far it serves my needs and I'm grateful. Thanks!
533. Make more rooms available for studying students not for people on the phone. Also more ashtrays at the front door. Just look at all the cigarette butts there.
534. If possible, more areas where visitors could talk among themselves without bothering others.
535. Everything is fine.
536. I don't know.
537. The elevator always feels like a refrigerator!
538. Get more books.
539. I do not see how you can make this library better. It's awesome!
540. You're doing a great job; thanks!
541. Nothing I can think of. Sorry!
542. No comments.
543. I think you need more old movies. All you have is new movies. And more young adult books. Other than that it is perfect!!!!
544. Couldn't ask for better service. Thank you.
545. Just more -- more books, computers, services and especially programs. Love the children's reading hours.
546. I think you do a great job.

## **TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008**

547. More audio books.
548. Everything is fine.
549. Thank you for expanding the hours.
550. More out-of-state papers and also international papers.
551. Doing okay for us. Keep it up.
552. No thank you. You're doing excellent.
553. Doing fine.
554. It serves me well - no changes needed.
555. No, I think the library is great.
556. No, I think you guys are doing an awesome job.
557. You are doing great!
558. Get more books.
559. Public telephone.
560. You are great!
561. a) Email when requests come in; b) Put small shelf for handbag, books, keys in bathroom stalls so they don't have to go on floor.
562. More Christian fiction literature.
563. Nothing different from my point of view. Thanks for being here, though.
564. More audio books on CD's!
565. Great to have more hours!
566. This library is doing really good. Don't change anything – you're doing really good.
567. More hours.
568. Longer hours.
569. More unabridged books on tape or CD.
570. I like the old library much better. More cozy; wood racks on book cases.
571. Thank you!
572. This is the best library of them all!
573. More books on homosexuality.
574. To have more programs in Spanish or English Class.
575. Nothing - its great.
576. I've mostly come as a quiet place to study - great!
577. Call when you have overdues.
578. I bring my children to PJ Storytime on Tuesday nights. Janet has been the reader when we have been there. She does a really good job of reading.
580. The new longer hours are great. The noise is sometimes loud.
581. More self check out machines.
582. You're fine the way you are.
583. I prefer this library to others in the area.

## **TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008**

584. More paperbacks upstairs would be wonderful.
585. More rock and roll CDs.
586. Really can't. You R wonderful!
587. Excellent library!
588. You are great!
589. Just keep up the good service.
590. This is a great library, I use the computers a lot and I'm so thankful they are available for 2 hour intervals a day. Most libraries only have 1 hour because there aren't enough computers.
591. The floor electrical outlets on the second floor are not mounted and could pose a shock risk.
592. No idea.
593. Talking nice to you.
594. Your services have been excellent for my needs. Hours are good and people are very helpful.
595. More books on CD please!
596. Other rewards for filling out this questionnaire Just kidding!
597. Stay open longer.
598. I am very happy with the library services! I love this library! It is my favorite place in the U.S.
599. Throw a Warriors book party.
600. Public access to the "on hold" shelf - ability to pick up our own holds off the shelf. Otherwise, thanks for the great service.
601. More activities in Spanish for kids (I knew you just added story time). Other languages and needs as well.
602. Keep the kids/family events. We love them.
603. Thank you for staying open later on Fridays.
604. Faster inter-library transfers (Slow check-ins) I'd like email notification when items are in (not phone message).
605. Have more open times.
606. Awesome.
607. You can't do any better. You have great service now.
608. Keep on buying and sharing resources (books, DVDs, artwork, etc.). We love the extended hours on weekdays! Some Sunday hours at Tigard from 11 am would help.
609. Put reserved items out so that we can get them ourselves (although I'm not sure how that would work in terms of space).
610. More foreign films - preferably Hini (India) movies.
611. More CD movies, better shelf filing system.
612. Better movie selection (more movies).
613. More available hours. Expanded list of titles.
614. By making re-checkout on line once for convenience.
615. Fix all computer audio.
616. Have separate area for books on hold that is self-serve, so that I can use automatic checkout.

## **TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008**

617. More parking, longer check-out on TV series.
618. It is one of my kid's favorite places to visit. (happy face)
619. I think the library is pretty great as it is. (happy face)
620. Later hours.
621. Set up for check out is difficult for people with disabilities who do not use/need an electric wheel chair. A lot of distance to walk. Even more than Beaverton.
622. It's OK.
623. More younger children's weekend activities (like Saturday adventure activities).
624. List of books to read to open mind to good works (To Kill a Mocking Bird) (Grapes of Wrath).
625. Longer hours on the weekends.
626. It's great.
627. Just keep up the great work! We love everything.
628. Things are great. Thank you!
629. Please carry more books and DVDs related to personal defense, and particularly materials on the defensive use of firearms. Suggested authors include Gila May Hates, Gabe Suarez, Andy Stanford and John Farnham. Thanks.
630. Don't spent money on Playboy and monitor who accesses pornographic websites. If this can't be done, eliminate access to same. I want this to be a safe/pornography free zone.
631. Open earlier on Saturday.
632. You do great!
633. More young children's programs!!
634. More hours, more computers.
635. You are doing great! Thank you.
636. You are doing an excellent job. Keep up the good work. Thank you.
637. You're doing great!
638. You guys are fine.
639. Very good library. Children's room could use dollhouse. New book selection is excellent. Puts Lake Oswego to shame.
640. I'm fine with it.
641. Excellent service! Thanks for asking. (smiley face).
642. I suppose if we received a monthly newsletter in the mail, we would be more encouraged to use our library's services. But that would cost money. I'd pay a nominal fee for such a service.
643. I think you do a great job.
644. Color printers!
645. Put a limit on DVD checkouts, like 3-5 at a time, so there's more available for everyone.
646. I would really like handicapped door openers (the button) for the restroom doors.
647. By getting more books.
648. You can't.

## **TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008**

- 649. This looks to be an excellent library.
- 650. You're doing well. Thank you.
- 651. Nothing at this time.
- 652. This is the best branch of all of Washington County.
- 653. I attend meetings in Library - it would be more accommodating if the room key could be picked up and returned in library instead of City Hall. Thanks.
- 654. We really enjoy the library just as it is. The staff is terrific! The service is great! Thank you!
- 655. Regulate computer use. MySpace isn't using the computer for proper intended education use, especially when others actually do need to use them for academic uses!
- 656. Having email messages for when items are on hold.
- 657. I was brought up to whisper in the library. So, when the workers upstairs tend to talk out loud at the reference desk and when helping people it drives me crazy. If they are helping someone with hearing problems, then I understand, but to just talk out loud with anyone...I just don't think it helps promote a studious environment.
- 658. Love the email reminders for when books are due, but would prefer to receive only one or two days in advance.
- 659. Put more children's programs for pre-teens. Also include musical performances.
- 660. Great service.
- 661. The computers are too crowded, but I think its doing fine.
- 662. More audio books on CD.
- 663. Not enough computers available and also could open earlier on Sundays.
- 664. Good enough.
- 665. E-mail pick up notices rather than automated calls.
- 666. Allowing dogs in for a workshop but not letting a patron bring (carry) their small dog to just pick-up books. This issue needs to be addressed-I understand the "law" is a city ordinance. It should hold up for all animals-workshop or otherwise.
- 667. All is great with me! Beautiful facility and nice staff.
- 668. Kids computer use needs clearly posted behavior guidelines. Some older "kids" display behavior below our community standards. I'm not comfortable letting my child work in that space.
- 669. More books on diabetic (especially cook books) or health issues.
- 670. Great job! More best sellers would be nice.
- 671. Pay Trish more.
- 672. Would be nice to have more kids programs on Saturday mornings.
- 673. Parking spaces are too narrow- all spaces.
- 674. Keep up the great work!
- 675. Your collection is excellent for a library your size. I read history, mysteries & yarn/knitting books & the balance of titles is great!
- 676. You added more hours - that was great! The staff is very

## **TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008**

knowledgeable & helpful. Thanks.

677. Family story time is said to be for children 0-6 but is clearly geared towards the 3-6 age range. As older children are more adaptable and can enjoy activities geared towards younger children, I believe the opposite should be true (i.e., geared towards the younger ones). Expectations in particular should be more age appropriate. Children under two should not be expected to attend quietly and sitting on bottoms for extended time periods.
678. It would be nice to have the reading room not available to conversation like the Beaverton Library. They have posted signs on the doors and tables and keep the doors closed.(and college libraries)
679. Can you get Time magazine for kids.
680. More Clifford and My Little Pony movies and books.
681. A travel book on Jamaica.
682. We are so proud of this library! Thank you!
683. Doing a great job. I'm very happy with the Tigard library.
684. A second microfilm reader eventually.
685. I would like to take advantage of computer classes.
686. Thank you! We appreciate the children's book club.
687. Thank you.
688. I would like to see you get the daily papers for the Seattle Times & Eugene Register Guard (the Beaverton Library gets the daily edition and I was wondering why Tigard doesn't).
689. You have been doing a great job. The new hours are awesome!
690. :)
691. You're all great - keep up the great work! :)
692. Just keep doing what you're doing!
693. We love your kids programs and teen's programs!
694. Audio - better books on CD, more music on CD.
695. If the library could update a few computers to access documents that are formatted for Microsoft Word 2007. It is currently not available to open document.
696. By having more programs for teens.
697. None as of now.
698. Show all new books that come.
699. You guys are doing great. Keep up the great work!
700. Keep it going :)
701. Everything.
702. So far so good.
703. Even great expanse of library network, like university libraries.
704. Everything is great as far as I'm concerned. More hours (open) have been fantastic.
705. I hope you open earlier time on week days.
706. Get more DVDs.
707. Everything is great. Maybe make renewed items on website

## **TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008**

easier to see. Thanks.

- 708. Better/improved signage for the café.
- 709. Have at least one more person walking around asking people if they need help with anything.
- 710. More comfortable chairs and tables by the coffee shop. There is only a few.
- 711. More hours on Sundays.
- 712. Stay open.
- 713. You can serve me better by having the searching computer on all the time.
- 714. This seems better than it has been in the past but it would be nice if front desk staff were aware that the library is a tax-payer funded public service organization (not a "company" as one of them told me) and had a more customer-service, use-friendly approach.
- 715. Overall a great facility.
- 716. Keep doing what you're doing.
- 717. More new rock, "alternative", industrial, "dark-wave", and foreign music CDs. A longer selection of DVDs.
- 718. More checkout desks so it would not take a long time to check out.
- 719. Not a way to serve me better.
- 720. Get more "Yu-gi-oh!" mangas - above twenty.
- 721. Not in any ways I can think of. It's ok right now.
- 722. Better access for students who need to study quietly.
- 723. I find it difficult to obtain book-on-tapes and CD's. There are so few CDs available. I know people use them all the time. Perhaps you need to purchase more.
- 724. You have a great library!
- 725. You guys are awesome.
- 726. Enforce the "turn off cell phones".
- 727. One more self-check station would be nice.
- 728. All the libraries in the county should have the same hours and rules. It is confusing sometimes. Put a floor mat on the tile by the entrance. The floor can be very slick on wet days.
- 729. More best seller books that can only be checked out for 2 weeks, so hold times are less for more popular books.
- 730. 1. Make it possible to place more than one item on hold at a time (use cart) 2. Know how items are out at a glance or items over due number or sum.
- 731. Once, I checked out a reference book. I didn't know it was a reference book, the library clerk who helped me check this book out didn't tell me that was a reference book. I was still fined for this. Suggestion: All clerks must be trained well.
- 732. More books on CD.
- 733. Need to enforce the parking spaces for compact vehicles. Too many full size cars parked in these compact spaces.
- 734. I am interested in the audio books.

## TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008

- 735. I predominantly come in w/ the kids to the children's area. I look forward to going upstairs sometime, so I can't comment on how good/useful it is. The children's area is wonderful and the "children's" librarians are all superb!
- 736. You serve us so well and in more areas than I had thought could be done. Thank you.
- 737. Not sure or give me money.
- 738. Fix audio for computer.
- 739. Do not use library very much, but am pleased when I do.
- 740. More computer helpers. Limit number of movies checked out per person - maybe 5?
- 741. Keep doing what you're doing. Washington County library is far better than Multnomah County.
- 742. I would like an email on the day items are due. I get the 3 days before notice, and the 3 day overdue notice. But, if it slips my mind to return a DVD, I am not reminded until 3 days afterwards, and it costs me \$3!
- 743. Wonderful service.
- 744. I think funding for child programs and events.
- 745. I love this library and the hours are terrific!
- 746. You can serve by having more teen programs and movies.
- 747. You doing good excellent job
- 748. Love the Friday Storytelling w/ craft!!
- 749. More online services - option to pay to have books sent to you by mail.
- 750. When the system calls to tell what items we have on hold it would be nice to know the names of the items.

Comment Text
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- |   |
|---|
| 751. Color printers!  |
| 752. More Korean books.   |
| 753. Maybe opening earlier if possible. DVD's have more selection. I really enjoy this library. Everyone's so helpful and nice!                 |
| 754. Beer in the snack bar.   |
| 755. Get a fax machine.   |
| 756. Internet ports where you can connect your own computer and WI-FI connections. Article database such as JSTOR.                              |
| 757. Extended hours.  |
| 758. None.  |
| 759. Love the website - Maybe a way to track searches for items that come up with no returns or most searched items. Thanks, the website ROCKS! |
| 760. ?  |
| 761. More computers. :)   |
| 762. I would enjoy some new books on tape.  |
| 763. Staff at the children's desk could be more helpful.  |

## TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008

- 764. Doing great!
- 765. Ok.
- 766. Very nice library!
- 767. Some late hours are nice
- 768. Increasing hours which I know you would like to do!
- 769. More books.
- 770. More books and a reading room you can rent for events.
- 771. Keep up the good work!
- 772. Good.
- 773. Can't think of anything--do so appreciate your being here!
- 774. Babysit my twins.
- 775. I love volunteering here and the books are great!
- 776. Thanks for the 2 hour internet use, & the beautiful furnishings & building & fireside room & good customer service.
- 777. Just fine.
- 778. Have programs for the family!
- 779. Have last day you can pick items up--see above--have day when holds go off--have lost several hold items because hold outdated.
- 780. Would love to see another Baby sign language class as it filled up so we couldn't attend.
- 781. Thanks.
- 782. This is my 2nd survey. Forgot to include: for holds- would like to see an e-mail notification rather than a phone call. Thanks!
- 783. Doing a great job!
- 784. Keep staying open 24 hours.
- 785. Reference doesn't always do a careful interview that pinpoints the help we need.
- 786. Return box is closer to Scholls Ferry Road.
  
- 788. The parking is a problem, because large cars always take the "compact" spaces, which means some spaces are left too small to use at all. It would make more sense to make all the spaces large enough to use.
- 789. You lead a great staff, especially Gwen!
- 790. Let there be more check out stations.
- 791. More up-to-date movies. Selection is poor unless you're into the oldies.
- 792. Staff is very professional and friendly.
- 793. Have more books in Spanish (for adults = self help themes) child development, coping with various issues such as divorce, discipline...children's books as well. Study time for younger ages in Spanish during the day.
- 794. Easier (faster) way to get a card.
- 795. You're doing just fine.
- 796. Would love it if the library would get a few Mac/Apple computers.

## TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008

- 797. Very good so far but not enough CD games for teens.
- 798. Not that big of children's section.
- 799. More programs for children (daytime).
- 800. I'm satisfied.
- 801. My grandchildren love it too.
- 802. More newer movies. I use you WI-FI - thanks for making it available.
- 803. I would like to see computer class for seniors that would be ongoing.
- 804. No -- everything is great!
- 805. Doing great! Thanks!
- 806. You serve all my needs.
- 807. Can't think of anything at this time.
- 808. Larger parking spaces.
- 809. It's good.
- 810. My wife and I feel the library is doing an excellent job and currently I find it difficult to see how you can improve!!
- 811. We love our library! I especially like that you get new books in regularly.
- 812. Better knowledge of books.
- 813. I would like to see common sense regarding cell phone policy. I understand many people talk loudly on cell phones, however if someone is talking quietly in an area where no one else is around-I see no need to make this person end the call-especially when the call involves talking to a hospital in an on-call basis. Thank you for considering this.
- 814. Absolutely Wonderful!
- 815. I just have a very hard time parking because if there is an event going on in the community room and I don't really know what you are able to do about it. I love (heart) the library! Thank you! :)
- 816. Can you put up a gate to separate children's area? Toddlers run away. Also would be nice to have a self check kiosk within the gated kids area so mom's can use to check out board books and kid's DVD's.
- 817. Placing Items on Hold (on computer only) at home isn't working.
- 818. More lectures. Thanks.
- 819. Cursory view great Library - Multnomah County should have WIFI too!
- 820. It is great.
- 821. Need new Star Trek book. I have read all the ones you have.
- 822. Let me move in?
- 823. IS OK NOW.
- 824. Doing a great job - parking places should be wider.
- 825. I like everything!
- 826. Couldn't be better.
- 827. You are just perfect as is.
- 828. You are doing it! Thank you!

## TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008

829. Great resource for a heavy reader, Thank you!
830. Just fine now!
831. More parking spaces.
832. It is a very well run library - keep it up.
833. Nothing, you guys are great.
834. More kid movies. Be able to renew items even if they are on hold.
835. Make it that you can check out video games.
836. I check out DVDs - I'd like to see more travel DVDs or DVDs about other countries.
837. Offer more family rated movies. I have seen most of your x-rated movies and most are ridiculous and empty.
838. Doing a fine job. Thanks!
839. I really like this library - and clearly I'm not alone. So basically just keep up the good work.
840. Can't think of anything right now.
841. Excellent staff.
842. Author search easier to find. It's under periodicals or something. This has a lot more detail on each book than the basic search feature. For example, looking up a book the description says, "Freedom path series book... and never finishes the sentence. Is it book 2 or 3 of the series?"
843. You could have more self check out things and get two copies of everything, especially movies.
844. Allow computer extended time when others aren't waiting.
845. You don't have to do anything.
846. Web site could be more functional: email notices sent when materials on hold are ready; show date held material becomes available.
847. Thanks.
848. More books on CD's please.
849. Honestly now with the longer hours to be open we are very happy with the library and enjoy coming in often. Thanks for all you do.
850. By the staff not tripping about me having a drink with a closed lid... I mean, come on, it had a lid ...
851. Better parking.
852. I'm very pleased. Great job.
853. Nothing at this time.
854. More copies of bestseller books. Many are frequently out or on hold for long time.
855. More programs. More authors of books for young and old.
856. Doing great.
857. Keep doing what you're doing.
858. Larger selection of CD's (classical) and DVD's.
859. I think the library services are excellent and help a lot. I love to come and enjoy all the programs. I use internet a lot and once in a while check out items. Thank you

## TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008

860. I like the new extended hours. Offer more books on CDs.
861. Lexis Nexis access perhaps.
862. Not making fees so much for "special" books.
863. I was just here to get IRS forms only. Have my own books, newspapers, magazines, etc.
864. More late hours.
865. It would be nice if the holds were accessible to patrons so people with holds could use the self-check machine. Open earlier on Sundays please. Offer more TV series on DVD's.
866. You're great.
867. More teen events.
868. More graphic novels.
869. More computers with audio.
870. More parking (I realized that is not realistic, however).
871. Sunday's too short.
872. Get more graphic novels.
873. You're doing okay.
874. Color copier for reference copies.
875. Improve the WCCLS website. Sometimes I try to do a search knowing that the item is at the library but it tells me that there are none available. I think that the older system was more user friendly.
876. Share movies with Tualatin library or others to have more selection on movies.
877. More hours.
878. Nothing I can think of. Keep up the great work.
879. So great already! Very helpful staff.
880. No, everything is okay.
881. Nothing
882. You are great.
883. I have only lived in Oregon for a little over a year but I have no concerns/complaints. Service has been very good and helpful.
884. I love the library.
885. You're doing great. Computer classes for beginners that go slower.
886. You're doing great.
887. Keep up the good work.
888. Just a couple more inches on each parking stall. :)
889. Please expand your graphic novel section, especially the more mature works.
890. Doing a great job, but more private rooms would be great! That's my only suggestion.
891. By having more non-fiction books.
892. Purchase more anima and manga.
893. It can't.

## **TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008**

894. I think you are doing a very good job.
895. I am on a literacy level. Marianne helped me very much. thank you for the understanding.
896. More science fiction. You have more fantasy, less science fiction. More books on disk. More of Lillian Jackson Braun, The Cat who...CDs There are over 20 of them. I love the Tigard Library. It's the best.
897. the service here is very good.
898. you are doing a great job--nice to see the library used so much.
899. First time here. Plan to use some of your computer classes soon.
900. I can't think of a thing. I love my library.
901. You are doing fine.
902. Everything is good.
903. More books.
904. Children's room awesome!! Great service. My daughter loves this place!! Couldn't be better.
905. I think you guys do great - always more computers are good. Thanks
906. None - you're doing great.
907. More best seller books!!!
908. More on history.
909. More internet time.
910. Doing a great job. Awesome availability.
911. No really, your service is excellent.
912. Check in returned books in a more timely and precise manner with fewer mistakes. I have had to request a shelf check on items I have returned 3 times over the past year.
913. Windows XP is a nice update but why is the font type so small and what happened to games?!!
914. Everything is great now that the new coffee bar is in the lobby.
915. Hire more employees.
916. Good job.
917. Computers could have longer time. Especially people who write, use for research or looking for employment. The children's story time is excellent and crafts for children very educational and loving. Thanks.
918. I would know after I visit more often. Thank you. I'm very happy with the children's program. I love that I can come in the evenings since I work in the mornings.
919. More web site features such as search for both DVD and VHS at same time. Ability to change target library of items on hold.
920. Can't think of a thing.
921. Everything is excellent.
922. I was surprised by the changeover of the computers to disc only. Please make sure that some computers will still use old style floppies.
923. Unsure.

## TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008

- 924. Just fine now.
- 925. You can't, you are already doing a great job.
- 926. No complaints.
- 927. More books on tape.
- 928. Can't think of a thing. Great Place! Great People!
- 929. English courses please.
- 930. The Library is doing a great job-keep it up!
- 931. Keep doing as you do. Thanks.
- 932. I work in Tigard and pay to use your services because I live outside the county. I "love" your staff. They are courteous, professional and very responsive.
- 933. More Excel classes-in depth training.
- 934. Wider parking spaces for subcompact areas. Signs above toilets-"Please Flush"!
- 935. I think your a tremendous resource to the community and well used. I smile every time I drive by and see the lot full of vehicles.
- 936. Put in two parking spots for 10 minute parking for quick checkouts and returns.
- 937. Buy the 5 complete seasons of "The Tales of Avonlea".
- 938. More and varied children's story times.
- 939. Thank you.
- 940. I need to transfer items from other libraries almost every time I come in.
- 941. Too hot sometimes! Nice library overall.
- 942. Instill quiet.
- 943. It's a great place
- 944. SINCE YOU ANNUALLY DO THE HOW-TO-HOST-A-MYSTERY-PARTY PARTY FOR THE TEENS COULD YOU LET THE KIT BE ON HOLD. ATTENTION YOUNG ADULT LIBRARIAN.
- 945. More DVDs and music CDs in other languages.
- 946. ABLE TO ACCESS SITES FROM HOME SUCH AS ANCESTRY.COM AND REFERENCE INFO, BOOKS.
- 947. Thank you for offering activities for young children!!
- 948. STAY HERE.
- 949. BIGGER SET OF BOOKS ON CD.
- 950. GOOD PROGRAMS-GOOD MOVIES. MORE KID MOVIES.
- 951. This is one of the best libraries in the country!
- 952. LIMIT HOLDS TO TEN. CHARGE FOR ILL.
- 953. More copies of current child development books & cookbooks-everything that is "hot" (healthy sleep habits, Happy Child; The Happiest Baby on the Block, Whole Family) are so hard to get.
- 954. Color printer would help.
- 955. Put the books on hold where we can get them ourselves. Multnomah County does. Saves staff a lot of time and we can do self check.
- 956. Doing a great job! Love to study here.

## **TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008**

- 957. It is very good like it is.
- 958. Everything is adequate, thanks!
- 959. I have lived here since 1990 and have loved the library from a young boy to a man. I now bring my kids here and they love it as well. Keep up the good work.
- 960. Parking- either change spots to accommodate all size cars or enforce compact size cars. It's hard to get in and out of my vehicle when oversize cars park in the compact spaces.
- 961. Put holds out so I can use self check.
- 962. Audio output plugs need repair.
- 963. Please stop asking me if I want to use self check. I like the interaction with the friendly staff members.
- 964. Service staff seems a bit uptight. As a patron I'm in no hurry and therefore have a relaxed approach to being assisted. The self check out is a problem more so when approached by staff and drawn out of line. I don't want to use it otherwise I would be using it . Overall the best library I have ever used coast to coast, hemisphere to hemisphere.
- 965. Keep up the good work.
- 966. Better computer availability-everything else is great.
- 967. We are new to the area but everything is great so far. We use the library for kids ages 4 & 7. We love the small tables, computers and the lists of dinosaur and train books.
- 968. More audio books on CD.
- 969. Everyone goes out of their way to help me when I have a question.
- 970. Self check needs to be easier if it is going to be used. More kids programs are always welcome.
- 971. More DVD's although this is the first time I have been here since last week.
- 972. More children's programs.
- 973. Everything was fine. Good job.
- 974. Too warm on the second floor.
- 975. Need more time limits on computers.
- 976. Increase physical assets (Real books instead of online stuff; real DVD's & CDs, physical books on tape, NOT MP3 downloads).
- 977. Portland-style library delivery to other branches.
- 978. Great Job!
- 979. More children programs would be great.
- 980. Appreciate the extended hours!! Yea!!
- 981. Upstairs "Living room" tends to be too loud for those of us who need a quieter location. A reference/quiet only room would be great!
- 982. I am so thankful for your services. Thank You.
- 983. For the sake of both privacy and convenience, I would like to have access to another self-checkout machine that does not require a staff member to assist or be in attendance. This would be especially helpful when patrons only have books or periodicals to checkout. At the Hillsboro library, they even let patrons check out their own DVD's, although I understand the particular need for

## **TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008**

theft prevention for DVD's. For the same reasons of privacy and convenience, I would like to be able to access and check out my own "held" items. Sometimes lines are lengthy at self-checkout while patrons are being assisted with their DVD's, etc. If funds permit, I would love to have more copies of new release DVD's purchased, so that the wait to have one reserved and held is not so long. On the positive side, I am grateful to have extended Thursday hours and if funds permit, I would love to have extended weekend hours. Thank you to the staff for all that you do. For a small community, I think the Tigard Public Library is wonderful!

- 984. Keep doing what you are doing.
- 985. Nothing left because the Tigard library is great.
- 986. Some of the books we were looking for are not stocked at this location. Maybe by getting more copies of books on the "bestsellers" list or getting more of those titles in.
- 987. You are doing good just as you are.
- 988. Umm, I have to honestly say there is nothing to change unless you like have a teen's party day - something fun like that.
- 989. Make the computers easier to use!
- 990. You are doing great!!
- 991. I finally figured out how to use my card to reserve books. Don't put spaces in the account number. Oh!
- 992. Keep up the good work accommodating children with such activities-read to the dog, crafts, cultural events, reptile man, especially new children's DVDs.
- 993. Second survey to fill out. Adding more comments on this one. Please add more weekend hours. Would love if you had games or puzzle events for adults. We need more opportunities to socialize.
- 994. Bestsellers hold longer or renew more often.
- 995. We love our library!
- 996. No complaints.
- 997. Can I ask for the moon? Mail requests to me or send a bus book.
- 998. Need more logistics and supply chain management books.
- 999. You offer a lot of wonderful programs for kids. But as a working mom, my 10 yr old misses out on a lot.
- 1000. Thanks for opening on Thursday mornings.

#### Comment Text

- 1001. Improve your e-mail notifications. Each time I receive a notice of pending due dates, the message is only partially readable.
- 1002. The library is already doing a great job.
- 1003. Sound proof rooms.
- 1004. Great to have the WIFI access. Thanks.
- 1005. I like the Thursday hours now. It helps when opening is same each day.
- 1006. I like the expanded hours.
- 1007. You are doing an excellent job.

## TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008

- 1008.** Keep up the good work.
- 1009.** Keep it up!
- 1010.** Doing a great job, but your book titles are always nice.
- 1011.** Everything is great; keep up a good work.
- 1012.** More new books. More copies of research materials for kids. Control computer use in children's areas; too many adults are using them.
- 1013.** More new books.
- 1014.** Everything is fine.
- 1015.** Just keep doing the same.
- 1016.** Maybe opening earlier on Sundays. Excellent service!
- 1017.** Put up a bigger sign about smoking right outside the front door. Some people aren't even 50 inches from the door, just puffing away. Thanks.
- 1018.** Good job! Keep it up!
- 1019.** By keeping up the good work!
- 1020.** By sending more reminder e-mails to people before their book is due.
- 1021.** A section for new children's books. Easier pay to print method. More supportive fine system--coordination with other libraries. Less hovering at automatic checkout.
- 1022.** Open earlier in the summer.
- 1023.** You do a great job!
- 1024.** It would be nice if we could pick up hold items ourselves (and could then use self checkout w/out having to go through the checkout desk).
- 1025.** Doing a great job. Thanks!
- 1026.** Excellent folks and service here at the Tigard library.
- 1027.** More books.
- 1028.** You did great.
- 1029.** More stock of books for school usage.
- 1030.** It's all good. For its size, this is one of the best libraries I've seen.
- 1031.** Your services are great! We visit a library about once a week or every other week, and we've been to every library in the cooperative because each library has a little something different to offer. It's great during the summer.
- 1032.** You are doing a great job. A quicker turnaround on DVD's would be appreciated.
- 1033.** You're the best! More computers.
- 1034.** Don't know yet.
- 1035.** Everything is great.
- 1036.** You are doing a great job!!!
- 1037.** Already excellent, although a better search database would be helpful.
- 1038.** More teen books.
- 1039.** I need to take better advantage of your service.

## **TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008**

1040. Unblock livedigital.com
1041. Better computers.
1042. A color printer for computer use. Pick-up own holds.
1043. Doing great! Thank you!
1044. Great job! Thank you.
1045. I'm pretty happy with it.
1046. Tigard has an easily accessible Ancestry.com. Being able to hold and renew books on line is terrific.
1047. Have a courtesy phone.
1048. Purchase more books on current affairs.
1049. Heat the elevator!
1050. Self check out is great! Thanks!
1051. Computers are wonderful however, with so much usage there are glitches and they are slow. Are you having regular tech service on them? I would suggest it since they're so popular. I love this library. Thanks for all.
1052. I'm just so grateful for having the library. It is a blessing. Everyone at this library is so kind and helpful. Thank you.
1053. It's all good now!
1054. Extend DVD checkout period to 3 weeks.
1055. More hours/more music.
1056. Thank you!
1057. Free coffee and donuts.
1058. More Princess books.
1059. Keep up the great work. Thank you.
1060. Have more of what books needed available and not be transferred.
1061. I honestly don't know. You're already doing a great job. Maybe a reading "book club" for early readers (kindergarten, first grade).
1062. Make sure that the DVD's are not abused or scratched excessively. I think them being available for free should not be an excuse to not care about their condition.
1063. I would like to see a preschool story time at one of the Washington County libraries on Friday. None are offered and my children attend the charter school which has Fridays off every week.
1064. I am glad you are offering library community room events.
1065. We enjoy the program. We come for story time and enjoy the program.
1066. Just the way you are.
1067. By having more programs for kids and teens.
1068. It's great already.
1069. Get more music CD's.
1070. I am visiting my father here in Portland. The employees at the Tigard Library have been very helpful to me and my computer needs. They have been helpful and competent. I appreciate their professionalism and patience.

## **TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008**

- 1071. More hours.
- 1072. Better candy, preferably cheese cake.
- 1073. Doing great!
- 1074. You can do that by getting more books.
- 1075. More open hours. More space.
- 1076. So far I'm OK.
- 1077. I am pleased with everything.
- 1078. N/A
- 1079. I am very grateful for your services. I have lived outside the States and know that other countries (or even other cities here) don't offer what you do. THANK YOU! I just wish my application to work here had been accepted.
- 1080. I love coming here to look for books and to volunteer.
- 1081. More digital audio books--New York Public Library digital library is a good example.
- 1082. Thanks for staying open until 9:00 p.m.
- 1083. I just started working down the street from the library and so am just beginning to use this library. Staff is very nice.
- 1084. The hours are better now, so I'm fine. Maybe more magazines and DVD's.
- 1085. A bigger DVD movie selection.
- 1086. All is excellent. Thank you!
- 1087. It's perfect. Thanks!
- 1088. You guys are great!
- 1089. I enjoy the extended hours since they benefit much better.
- 1090. Have school packets like Beaverton does (Literature Kits).
- 1091. Thursday: open by 11a.m.
- 1092. More hours!
- 1093. Letting people use the internet more time.
- 1094. More on-line time. But I understand the need to regulate.
- 1095. Random comments from folks who didn't want to complete a survey. Like Thursday hours; love the no-cell phone policy; or they couldn't think of anything to improve; lots of people who asked for location of tax forms.
- 1096. More science fiction. More technical books.
- 1097. Good question. The Tigard library does a wonderful job!
- 1098. Letting non-guardians get cards for clients living in a group home. It seems as though all group homes are categorized as being irresponsible instead of on an individual basis.
- 1099. Great library!
- 1100. Shelf for holds.
- 1101. Nothing. You do fine.
- 1102. Everything's great!
- 1103. You're doing great--I read a lot and use the computers. Tigard is better than Beaverton-Tualatin or Multnomah County.

## **TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008**

- 1104. Very pleased!
- 1105. More classes available for computers.
- 1106. Can't think of anything. It's great!
- 1107. If you can open at noon instead of 1 p.m., it will be great.  
Because weekend is the only time we can use this library.
- 1108. You are doing great!
- 1109. I am very happy with our library. We love Miss Molly and all the  
Tuesday night activities.
- 1110. We use the library several times weekly. It's great!
- 1111. By having more recently published books that are fiction novels.
- 1112. For myself and my family, everything is great! We look forward to  
the opening of the new Tualatin Library.
- 1113. A public-use scanner would be helpful.
- 1114. More books on CD.
- 1115. I'd like more copies of popular books and music and movies.  
Sometimes I put something on hold and it takes a long time for it  
to come in because I'm like the 12th person on the list. Also more  
hours. I'd like to be able to go wherever even before 10:00 a.m.,  
etc. I love the library!
- 1116. More hours, please!
- 1117. Doing great. More books on CD.
- 1118. Earlier hours on Sunday.
- 1119. You do great!
- 1120. The Tigard library has done a very good job of serving me.
- 1121. Having programs every day for kids and teens.
- 1122. Having programs for both little kids and teens.
- 1123. Maybe having more programs for teens.
- 1124. More teen's programs.
- 1125. The email notification system is a nice addition however... the  
notices are far too early and/or should be repeated the day before  
or in the morning of the day that an item is due.
- 1126. Better computer system that allows wildcard searches.
- 1127. A better selection on DVDs. More current items.
- 1128. Color printer!!!!!!
- 1129. I think that the library needs a color printer.
- 1130. Can't think of anything at this time.
- 1131. More internet computers. Newer movie selections.
- 1132. Doing fantastic!
- 1133. Love this place. Very kind and helpful.
- 1134. Email upcoming events like Multnomah central does would be  
helpful. I like movie night.
- 1135. Put books on hold on a shelf that patrons help themselves to.
- 1136. Pay phone needed. More sturdy tables.
- 1137. You can get more Manga drawing books.
- 1138. Well you're doing great so far! The only thing I can think of is your

## **TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008**

- parking lot has direction arrows on the pavement. I tend to go against them, and it makes it a bit confusing. What's allowed?
- 1139.** Just moved here but so far I am very happy with the Tigard library, Thanks!
- 1140.** I was pleased to learn the Tigard library offers a good selection of computer classes and that is what has brought me to the library this evening. I also plan to take some future computer classes here.
- 1141.** More educational DVDs and CDs, also more book in Spanish like, Noam Chomsky and other political writers. Thank you.
- 1142.** The new hours are great. More books on tape would be good, also.
- 1143.** I think longer hours on weekends would be great especially Sunday....and get more movies....including a DVD of Ken Burns Civil War...you have it on VHS but I don't have a VHS.
- 1144.** Make the food/drink regulations more clear!
- 1145.** Have to wait too long in line for check out. Otherwise perfect library! Love your fireplace.
- 1146.** Pretty good.
- 1147.** You're doing great.
- 1148.** It would be nice to have new books and the reserve phone call system does not always work.
- 1149.** Have more book of a series.
- 1150.** A section of books about science/nature/animals that is evolution-free. Not just have them shelved in the religious section.
- 1151.** No need.
- 1152.** You're good enough.
- 1153.** Open earlier on Sundays please.
- 1154.** Need whole of a series DVD's & books available through server.
- 1155.** I love how you come to ask if we are doing OK and how the staff seems to form personal relationships with us,
- 1156.** I think that Tigard Library is one of the best libraries that I have been to. The staff is very accommodating, friendly, knowledgeable and helpful. I absolutely appreciate your many computers and the amount of time on it that you allow. We just need to fix the audio docks, outlets. Many are not functioning.
- 1157.** Learning of new services everyday. Love the attitude of all employees--very friendly.
- 1158.** Maintain service levels.
- 1159.** No ideas just now, I'm pleased.
- 1160.** Can't.
- 1161.** More books and more movies. Long hours on Sunday.
- 1162.** N/A
- 1163.** Would like to have access to another automated self-check out machine, perhaps for books only. For those non-DVD items which do not require librarian assistance during checkout. If funds permit would like to have longer weekend hours but I'm very grateful to have Monday - Friday hours from 10am - 9pm. Thank you.
- 1164.** I just think you guys are swell.

## **TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008**

1165. Keep going. Thanks.
1166. More old moves - 40,50,60's.
1167. The new library is very nice. However it has always looked kind of unfinished inside. It needs some decoration, artwork etc. to finish it off. Perhaps the library could have a monthly changing art display like Tualatin used to do on its back brick wall. This would be a low cost way to get artwork and also be a nice display for local artists.
1168. "I don't even Know" words of Aaron Soles a great man that will be missed July 31 1988- Feb 2, 2008.
1169. The name "Wall Street" is incredibly idiotic. Why couldn't you have named it something relative to the library?
1170. This one is great.
1171. So far you guys have a great service.
1172. Add more library content on the internet.
1173. So far so good.
1174. Doing good.
1175. More manga.
1176. Bring more books in Spanish and more Spanish speakers to the desk.
1177. If I remember right the old library had computer games for check out and I kind of enjoyed it.
1178. If you are under 18 and have no parent with you, you should let us get a library card if I have parent ok, address and phone number.
1179. Bringing more number of copies that are in demand.
1180. New titles.
1181. I'll think about it.
1182. Great job. The best library.
1183. More open hours on weekends.
1184. More books, a place to drop off donated books would be nice.
1185. I shall keep you posted.
1186. Everything is great.
1187. I believe a small area where cell phones use was permitted is needed upstairs. They have this at other libraries and it is very useful. Also a stapler would be handy near the printers.
1188. Tonight I had to get an employee to put a password under Administration to get the computer to log on. I don't want people looking at PORN and violent video games here. People shouldn't be allowed to talk to their library pals out loud. People should be able to call out on cells and answer incoming. I wish the computers were sanitized daily.
1189. It's all good.
1190. More private study rooms. The present rooms are often full. More space should be added to quiet area rooms, more seats, add chairs to quiet area.
1191. More manga.
1192. We're happy with everything.

## TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008

- 1193. Thank you for your hard work. We love the library! Mom and 5 kids.
- 1194. Can't think of anything. Good Job!
- 1195. Nothing really--just keep on doing what you guys are doing.
- 1196. Close Sundays (that's the Lord's day). Close on Martin Luther Kings Day (disrespect to be open). Fax machine. Pay phone.
- 1197. Turn down the heat--classrooms are too hot.
- 1198. Parking lot is difficult to navigate/parking.
- 1199. Can't think of anything. My family loves this library!!
- 1200. Is perfect for me. Thanks.
- 1201. Is it possible to rotate videos and DVDs between branches to increase variety?
- 1202. New member, don't know yet.
- 1203. Keep up the good work.
- 1204. More computers at Tualatin.
- 1205. All is OK. Excellent.
- 1206. More selection of new movies.
- 1207. Everything is wonderful, thanks for this great service!
- 1208. Everything is good and wonderful.
- 1209. Everything here in the library is wonderful so I don't think you guys don't need to serve us better.
- 1210. More self checkout stations.
- 1211. Add film in foreign language (French, Chinese...)
- 1212. I like the computer classes. Also passes to cultural events.
- 1213. I just come to do homework. Maybe more, smaller tables instead of a few large ones.
- 1214. Everything is OK. Thanks.
- 1215. To be honest - This place is great. And my 9 year old loves it too.
- 1216. Nothing. This library is great!!! We also like the Friday night hours.
- 1217. More copies of "New Release" books-have longer check-out dates too; newer DVD's; brighter lights (especially by tables and cubicles); enforce "Quiet" rule.
- 1218. Computer classes in advanced email and advanced PowerPoint.
- 1219. Just keep doing what you're doing now!
- 1220. Email me when I have items on hold that come in.
- 1221. You are fine the way you are.
- 1222. Library is great!! I don't mind sometimes having to wait. Also lately have gotten some older materials that were not in good condition - also OK - good to use things as long as possible.
- 1223. You're doing great.
- 1224. Nothing, just keep up the good work.
- 1225. Have more home school curriculum and support available.
- 1226. I really enjoy the new facility. The service is great.
- 1227. More books, more current books.

## **TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008**

- 1228.** If you had a color printer.
- 1229.** Make more copies of popular materials available.
- 1230.** Library is great!
- 1231.** Some website items obscure.
- 1232.** Be strict with teenagers who talk too loud.
- 1233.** YOU GUYS NEED COLOR PRINTERS !!!!!!!
- 1234.** The internet.
- 1236.** Enforce the "compact" labels on parking spaces. SUVs park in them, which makes alternating spaces unusable (even for a compact like my VW Golf). Don't build 'em if you won't enforce 'em!
- 1237.** It would be great if there were another self-check-out machine for those patrons who do not need assistance from a librarian in checking out their items. Many times I just have books, but there is a long line at self-check-out with patrons needing assistance to check-out their DVD's or pull held items. In those cases, it is sometimes faster to go to the Check-out Desk and have staff assist me there. I would much prefer to be able to check-out by myself, sometimes for the sake of speed and convenience, and sometimes for the sake of privacy. I would also like to be able to pull my own "held" items, if possible, again for both convenience and privacy. Finally, having multiple copies of new release DVD's would shorten the long waits to have such items reserved and held for patrons. Sometimes it takes many months to get a new release DVD, which means that my list of held items gets filled up with items that are months away from being available. Because I must "hold my place in line," for these new release items, I am then greatly limited as to the number of easily reserved items for which I have room on my list.
- 1238.** By having more computers available!
- 1239.** Make sure that when items are checked back in such as CD's or DVD's make sure what is inside is correct with case. Also when filling holds, some items are very similar, make sure they are correct.
- 1240.** Be able to use the phone for quick calls. Some of us don't have cell phones. Some employees are ok with it but one was not.
- 1241.** More helpful on change for bus.
- 1242.** Making lines shorter, having more CDs available.
- 1243.** I think you guys do a good job already.
- 1244.** More study rooms!
- 1245.** Keep the same hours. Thank you!
- 1246.** Keep the long hours!
- 1247.** We are happy with the library services.
- 1248.** I think that you guys are doing great! and you don't need improvement.
- 1249.** Don't shorten the hours or cut days of service. More books on CD titles.
- 1250.** More classes on the internet and more in depth classes on using the computers.

## TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008

**Comment Text**

1251. No suggestions currently
1252. Stop cutting in my time with the 10, 5, etc. minutes left.
1253. Have more movies (DVDs).
1254. More self-service machines.
1255. More children's movies.
1256. Either eliminate or enforce compact parking--as is we get oversize vehicles blocking 2 spots.
1257. More childcare, early childhood education materials. We love the view and reflect materials--can we get more like that? The entry doors cause cold drafts in lobby when we get a snack and sit to eat. Love the children's activities. Could we have a community garden?
1258. Very happy. Rely heavy on email reminders. Improve reliability of email reminders.
1259. Love your facility and service. You guys are just as great as great can be!!
1260. Need to have smaller add-on entry to block drafts in foyer next to coffee area in front of both doors.
1261. Great job! Thank you.
1262. Staff could be friendlier - smile more.
1263. Great service - Thank you!!
1264. Maybe with free coffee.
1265. No.
1266. Faster book availability; more movies.
1267. Open for longer time in the weekends.
1268. Add items (books, movies, etc.), extend hours (evening hours on weekends.
1269. Open more often; Sundays 1-8.
1270. Have more copies of books instead of just one or two copies.
1271. Make Reference Desk easier.
1272. Everything is perfect!
1273. I'm fine with the library.
1274. More books on tape. More DVD selection.
1275. Everything here is all good.
1276. Don't change a thing.
1277. Continue! Thanks.
1278. Keep doing it like you are.
1279. Please send event updates through e-mail.
1280. Not much at all. Service is fantastic. If I had to add anything maybe the ability to reserve full season DVD's of TV shows. Other than that it's fantastic.
1281. Oh the usual - later hours! Great Job.
1282. Oh the usual - later hours! Great Job.
1283. ?

**TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008**

1284. Greater hours than other branches is good. Coffee, donut shop is a great idea!
1285. Tigard Public Library provides wonderful service. Thank you.
1286. I'd like more hours on Sundays.
1287. More Disney characters on DVD or music.
1288. More family night movies.
1289. Have a shelf for holds.
1290. The Tigard library is perfect!
1291. More hours.
1292. More parking.
1293. Wider selection of graphic novels and DVD/VHS.
1294. Keep up the good job!!
1295. Can't think of anything! (happy face)
1296. I come at least once a week to study and love it here! It's especially comfortable at this library. Beautiful view and cozy set up.
1297. Please be diligent in enforcing your cell phone ban. I come here from Beaverton to enjoy a cell phone free facility.
1298. Everything is ok
1299. I would not change anything.
1300. More books on tapes/CD. Unfortunately takes more money (sad face).
1301. You're doing a wonderful job!!
1302. You're doing fabulously!
1303. No new ways to serve. You're doing great.
1304. Color printer.
1305. I need to learn more English, so I need English classes.
1306. Well I don't think we should have to log on every time we come here, it just takes longer.
1307. Try harder to make people not use their cell phones in the computer blocks.
1308. Allow check-out of DVD's at self service station (need the case removal mechanism).
1309. Keep noise level down! Temperature is not always adjusted....either too cold or too hot!
1310. You guys do a great job every time I come I'm very pleased. Keep up the great work and always keep your great smiles and interests in all of our needs. THANK YOU.
1311. Get cherub series books.
1312. Have more books.
1313. Continue the great job. Advertise stronger if you need more volunteers. Offer basic financial and college planning courses.
1314. Change policy of charging for books checked out on a stolen card (stolen books).
1315. I like how Beaverton has holds out on the floor that you can pick up yourself and self checkout. Open till 11 pm?

## TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008

1316. Maybe be open earlier on Thursdays, and later on Fridays.  
Thank you for being here.

1317. More music programs.

#### Comment Text

1. Your staff is excellent. Thank you very much!
2. I agree and am satisfied with the service.
3. Help in Spanish.
4. All is well.
5. All is very good.
6. All is well with the library service.
7. Add more minutes when using the computer.
8. More Spanish-speaking personnel.
9. All is well. Thanks.
10. Offering a computer course for beginners and Basic English classes.
11. Until now, my needs are satisfied.
12. It's all well by me.
13. More books in Spanish.
14. You perform a great job, thank you. Continue to do the same and you'll always be the best library that I've visited in comparison to others in Portland.
15. With good service.
16. Friendlier staff, but all else is excellent.
17. More information in Spanish.
18. I don't know.
19. Less rated "R" movies because a lot of children watch sexuality or nudity scenes.
20. Continue always with the same service to the public. God bless you.
21. More minutes for use of computer and no charge for copies.
22. All is well. Thanks.
23. It is perfect the way you do things. Thanks for your service.
24. Little more Spanish.
25. Met my expectations until now.
26. I can only say that all is excellent and would say thanks to all the people who work here and especially to the City of Tigard for this new library.
27. All is well, but would like to see bilingual staff if possible.
28. Would like to know how to renew items on the internet.
29. Would like you to have passes for the Zoo and OMSI. Thank you.
30. Would like you to have more "English" courses and the "Purpose Driven Life" CDs in Spanish, please. Thank you.
31. Everything is fine.

## TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008

32. All is good.
33. Being courteous and helpful.
34. If they could speak to me in Spanish.
35. Can't get any better.
36. Adding more computers.
37. Everything is excellent.
38. Having more pc's.
39. In the same way as they always provide service.
40. I'm satisfied with the service I receive.
41. Some people are not friendly, but offer excellent service. Thanks.
42. All is well by me.
43. Third visit - Plan to visit 4 or more times a month.
44. More programs with people and at different times.
  
46. We need more bilingual people that speak Spanish and also tax help in Spanish.
47. Everything is fine.
48. Have more interpreters would help the bilingual people.
49. More time on the computer.
50. Give us more time on the computer so we can finish our home work.
51. The staff is excellent!
52. I need you to offer more computer classes.
53. Provide English and computer classes in a variety of hours due to work schedule.
54. Provide the community with necessary information.
55. Having a better variety of history books and also more books in all areas of education.

Comment Text
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- |  |
|--|
| 1. Stop using my tax dollars to supply people w/ non-educational movies.   |
| 2. Just continue classes.  |
| 3. More up to date, how-to books on tape. Good bands, like 9 woman marimba band. Love the coffee shop. Excel class was good, too!  |
| 4. I could use more answers from the Desk Clerk so I'd check out more VHS movies near the library shelves or even DVD movies that are capable for me to watch that are suitable. |
| 5. Many thanks for the extra parking!  |
| 6. Obtain recorded books in an IPOD type format as used by the Vancouver, Washington library.  |
| 7. You are doing great.  |
| 8. I'm very satisfied with service at the library. The staff are knowledgeable and helpful when I need assistance.   |

## TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008

9. Make it possible for us to get our own holds from the shelves (like Multnomah)
10. I love the Tigard Library-thank you for a wonderful library!
11. Glad you're now open Thursday. Get rid of self-checkout. It's disrespectful to the library employees.
12. We love, love the children's programs. We have attended book babies and fun for ones. MaryAnn does such a great job and we are thrilled to have these fun educational, and free activities so close to home. Thank you and keep up the great work!!!
13. You are all doing a great job!!!
  
15. Not sure... I liked the prior location better.
16. 9 pm closure.
17. Be open later in the evening like on Saturday.
18. Much better service than Multnomah & Beaverton. Thank you.
19. I am satisfied with the Library and Staff.
20. We are very pleased with all your services and the helpful staff. The library is very clean and comfortable. We especially appreciate the computers for internet access.
21. Occasionally more computers would be nice-but perhaps I need guidance as to when they tend to be more available.
22. I believe you all do an excellent job.
  
24. A better DVD selection or more copies. More reading programs. Maybe shorter - add one for winter.
25. If there is a way to improve the condition of the video tapes. There is such wonderful stuff there. About 90% of those I brought home are unplayable. I enjoy the DVD's, but they don't contain the nostalgic ones that are in the VHS.
26. More new books in the non-fiction section.
27. You are the best. Keep up the good work.
28. More books on CD and more music CD's.
29. The Tigard Library is one of my favorite parts of the city. I grew up in Eugene and the Tigard library and staff are 200% better than the ones in Eugene. Thanks-
30. Will self checkout be extended to DVD's soon? Availability of small conference rooms--need more than the two on the second floor. Why is the large conference room on the second floor reserved only for the city use? Why can't it be used when the city is not using it?
31. Have hold items available to patrons without going through the checkout desk. I love my library.
32. I would like more genealogy classes.
33. More kid DVD's that are not scratched. Almost every DVD we rent is a disappointment because it is abused. Maybe every location needs a cleaning machine.
34. I would like to see computer classes again advertised in the Cityscape. I wanted to attend very badly but my work schedule would not allow it. When I finally was ready to begin them, they stopped being offered. I want to attend. Please have beginner's

## **TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008**

classes again.

35. More talking book availability. Our service has been excellent-very user oriented and respectful and friendly.
36. Don't limit board members to only one out-of-city member. Tigard wants to incorporate areas of Washington County and to exclude us from serving is not the way to encourage support incorporation.
37. As a retired librarian, I can't see anyway it could be better.
38. Keep doing what you are doing! This is a wonderful library. I greatly enjoy coming. Excellent choice of new non-fiction. Don't ever drop the value line! Movies much better organized. Music CD collection is rather stagnant. Keep cracking down on cell phone use-ugh. Really appreciate the ability to hold items via website. Your personnel create a very good atmosphere. Bravo.
39. Most all of the many CD's I hold online all come from other libraries, especially Beaverton. I would like the Tigard Library to have a better selection of CD's and DVD's so we wouldn't have to wait so long for the shipping.
40. Just keep doing what you are doing. I particularly appreciate the internet accessibility. Thank you.
41. I am very satisfied.
42. 1-set up a hold shelf that is open to the public. That way I can use the self-checkout during busy times. 2-Stay open until 6:00 on Sat and Sun
43. Open earlier on Sunday's.
44. Larger audio CD and DVD movie library.
45. Keep up the good work.
46. How about a class on digital photography/photo shop with your computer classes.
47. I love the new library...keep up the good work and service.
48. Allow fewer DVD's, etc., checkouts per person.
49. Better selection of "best seller list". Simplify the "on hold" procedure. It used to be very simple to use and now if you are not a computer geek, it is hard to use.
50. Please have people who are really helpful and love their job. Nasty and unfriendly people should not work at the library. People should be treated nicely.
51. Who came up with the brilliant idea to have a Wall St. from parking lot into a wall? Why didn't the street with the neighborhood, senior center and church have the traffic light and enter the library? What a help it would have been to so many people instead of traffic light at one on and out, at one dead end piece of property with the library and condos.
52. Too much expectation that we are all computer patrons. Not enough "old fashioned" help aids and assistance. The entire floor plan/layout not the most efficient, in my opinion.
53. I'm very happy with the service and the help at the library.
54. You need more parking. Why don't you make the land north of the library parking too? It might be wetlands, but it seems you can still put a slab of cement on it.
55. Make more rooms available for students to study together.
56. Would love more DVDs :) Thank you-I really love the library.

## **TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008**

57. I would like to take this time to commend you on your services to patrons. You are customer service oriented and very friendly. I usually go to the Beaverton City Library but they are not so friendly or helpful. You encourage patrons to request books even if you don't have them. Recently my son ordered some new books and we look forward to getting them. Your staff is extremely helpful and kind. Keep up the good work. We are using less of Beaverton and more Tigard! Thank you!
58. More hours open each week.
59. As a working parent, it is difficult to take advantage of children's programs held only during the week. Would like to see more options such as story time for kids on the weekends. Would also like to see more computers in kids section with age appropriate games.
60. Downloadable audio books that work with I Pods.
61. Maybe designate some area of the library for silent study?
62. Longer open hours on weekend and weeknights.
63. The tax form pamphlets and forms- Have a flyer/place card at information desk to show that they are placed on the second floor.
64. Consider having some story times in afternoon. Morning story times aren't good for families who have older sibling in morning kindergarten or other siblings who may have nap times or other obligations. In short, make sure there are multiple options for things like these. Otherwise, we are extremely pleased with the library, its services and collections.
65. Expand hours.
66. I'm happy that you extended Thursday hours.
67. More books on wrestling and music (For our son 48 yrs old).
68. Complete the series that you have part but not all the books in. Specifically sci-fi and fantasy. :)
69. More film (DVD) documentaries. :)
70. A big thanks to teacher Terri, story times, helpful children's librarians and once a month Tuesday events, especially live music. I go often with my 2 and 1 year old girls. Also like Spanish story time.
71. I notice I always hear not enough help but every time I come in an employee takes forever at the desk because she has personal conversations with everyone while many of us stand and wait.
72. Outstanding library!
73. Offer more classes for young babies/children (once a week is not enough)
74. Happy that they increased Thursday hours. Excellent facility and staff.
75. It would be very nice to have a couple of manual typewriters (or electric if they worked easily-the one you have is impossible). You could even consider a 1/2 hour fee rate or something. For typing on forms computers are pretty worthless.
76. Very pleased with the services and the "workers" Very polite and helpful. I can't believe people are still getting cell phone calls in the computer areas! Can't they read?
77. There seems to be a lot for really young kids but tweens are left

## **TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008**

out. Considering the recent study that kids stop reading in middle school, you might want to work harder to keep their interests piqued.

78. I love the Tigard Library! My son goes every Wednesday for Toddler Time with his daycare provider and he and I go every weekend to get books, VHS and DVD videos. The Sesame Donut snack area makes it a nice place to stop after running errands and unwind.
79. Give me more time. If I weren't so busy I'd use library more.
80. Very user friendly - comfortable - well organized.
81. Have more copies of bestsellers so wait time could be reduced.
82. The story times for older kids are always during normal pre-school/kindergarten times - M W F until 11:30. It would be nice to have on Tuesday or Thursday. I don't think DVD's that are on hold for others should be offered on the shelves for anyone to just pick up. I think the library should be open more on Sundays when more people are available to use their library.
83. More science fiction and mystery books.
84. I have my own computer. We enjoy the community room activities (music). We also have visited the new snack shop.
85. Really pleased with your service.
86. I am not an advocate for the self-checkout machine. We already have enough "scan-check" machines. I like seeing a face help me. Get more comfortable furniture in the vestibule-coffee area. Those metal chairs are a pain in the - - -. Tell the coffee company they are doing a great job. Love the doughnuts!
87. You are doing well as you are.
88. Great library. More movies would be nice.
89. They do a great job and are very friendly. Glad the hours on Thursday were extended.
90. When you have books on hold you must wait in line instead of using self check out. Make holds accessible to the patrons.
91. Need a way to get items out of hold at Tigard Library so self service can be used. Another self service and more customers using it. It has helped having an employee out there to "encourage" people.
92. It's always more books and more movies!! I love that you can check out bags to carry it all in /fantastic idea. We home school - the library is the core of this. We welcome the longer hours and all the help we get from the staff. We also have disabled family members and the library has come a long way in tolerating their differences in the last 5 years. KUDOS!
93. Open later hours on Friday and Saturday nights. Include summary of books/movies/etc. on library web site.
94. Perhaps make holds available for pick-up and self-checkout. Also, it would be nice to be able to delete my cancelled holds instead of having to see someone in circulation.
95. Showing exactly where the VHS tapes are on the shelf near the clerk desk.
96. We love our library.
97. Make access to 2nd floor more accessible for handicapped. Have computer chairs with arms.

## **TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008**

98. This is a wonderful library and I appreciate the new library hours on Thursdays. Thank you so much.
99. Have the books on hold where patrons can retrieve them themselves and more self-checkout machines.
100. Inadequate supply of murder mysteries and books in general.
101. More hours of service. Open earlier on weekends.
102. More self check out and less desk people could save the library money.
103. Expanded hours - we seem to be getting a few added back on variety of children's special programs and events.
104. I would recommend better children's services, for example: Book recommendations, up-to-date children PC and software, more reading sessions.
105. More new-anthologies of short stories - a variety, but especially crime fiction.
106. More hours and keep up the good work.
107. Automated "Late" reminders on phone are always behind because books aren't "checked in" in a timely manner. Can't trust the late or on-time decisions because of this.
108. Everything is satisfactory!
109. Provide more DVDs.
110. Keep the donut guy! Tigard Library people are doing a great job!
111. You guys are wonderful, as is! However, it would be nice if you could obtain copies of books that are frequently checked out so one wouldn't have to wait so long. Also, more copies of award-winning DVD's would be nice-the existing ones seem to all be donated?
112. Educator's card with 6-week checkout? :)
113. Thank you!
114. Weekend programs for small children, family,
115. Enforce cell phone policy.
116. More DVD, music, CD books, cooking, gardening, home improvement, ponds, landscaping, outbuildings. Enjoy the display of books for the holidays. Use staff and more areas to showcase materials on site. Keep up the good work!!!!
117. Better parking lot traffic signs for flow of vehicle traffic. Is it 2-way or not??? This is a pedestrian and vehicle safety issue.
118. I think it's doing all it can for me. I have no complaints.

#### Comment Text

1. More parking. Isn't it great that more is needed?
2. Don't herd the patrons in and out. Be more personable.
3. I work for a library vendor in IT. Make sure to incorporate in programming that reading books has been the format for the last couple of centuries, but reading on the computer is vital in their lifetime for grade school children. You can not even apply for a labor job in the USA without computer skills now. My child who is with me now would not open a book. So I started hauling him down here and now he says dad I want to go to the library on his

## TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008

own. Like this morning when I was comfortably asleep. Once my child had his own library card (before he had a state ID card), using the library was very natural process to him. So the more grade school children, your usage numbers will rise permanently.

4. Keep up the great work! The staff is wonderful and always helpful. The library is a wonderful place to relax and unwind at the end of a difficult week. Thanks so much!
5. More late afternoon/weekend programs for young children (2-4 years) We loved family story time on Friday morning for kids 0-6. We'll be back next summer.
6. Have a books-on-hold shelf that patrons can access themselves.
7. It would be interesting to be able to sign up for available rooms to watch DVDs and/or listen to assorted media.
8. More current DVD's available at the library instead of having to go on a waiting list of 50-70 people.
9. Please keep working to expand hours, especially on weekends. Thanks. Love Super Tuesdays. Would like more self-help DVDs and CD's such as meditations, etc. Also, up to date workout DVDs.
10. Really glad the library is open all mornings now!
11. Just keep up the great work!
12. I absolutely loved learning that you are now open until 9 pm on Friday! I can't think of any suggestions - you rock!!
13. Two extra hours on Sunday would be nice.
  
15. Streamline the book and CD ordering system. The delivery is very slow. Thanks.
16. Open later on the weekends.
17. The additional parking spaces have helped, but when the community room is being used parking can still be a pain.
18. GET NEW MOVIES FASTER!!!!!!
19. It would be great if Tigard Library have more collection of technology books and multimedia.
20. More computers!!!!!!!!!!
21. Can't think of anything.
22. Awesome! Awesome Staff...awesome programs!! I love it when you have a 'greeter' outside or in the lobby during your larger, community room programs!! Makes me feel welcome.
23. 1. Offer some community education type classes, even if there is a cost to the patron; and 2. Don't use the telephone to announce that an item being held has arrived - use e-mail instead 3. Make the WCCLS website more user-friendly and explanatory.
24. Get more appropriate books for tweens and teens. I think a lot of the books are questionable, and I don't want to read about these topics.
25. I think you're doing a wonderful job meeting all the public's needs. Thank YOU!
26. I am very satisfied with everything the way it is now. I love the Library and think it's great!!! I would only offer the following suggestion to help make things even better. I would love to see the lawn behind the Library building groomed so you could hold

## TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008

events there. Then you could plan a "Music on the Green" summer concert series on the lawn with proceeds benefiting the Tigard Library. I'd like to see a nice jazz group, a barbecue, outdoor movies, promotion for upcoming library programs, etc. It seems the City of Tigard would be interested in supporting something like this because it serves the needs of the community and contributes to the heart of downtown Tigard. Thank you for considering this idea. Most surrounding communities have a summer concert series, so it would be nice for Tigard to also have an offering for the community, especially if it could benefit the Library.

27. I would like to receive e-mail notices about "live" events at the library.
28. Be able to create a saved wish list of books/DVDs online to be held at a later date. There are so many books and DVDs I'd like to read/see but I don't want to put everything on hold at the same time because I don't want to get them all at once. Sometimes I forget the titles of new books that I say I will put on hold later. Boise Public Library system in Idaho has a program that has this capability.
29. Hope to add books about VLSI design, FPGA, Programmable Logic Controllers (PLA). Update books about small business startup and management.
30. Let patrons put their own holds. Need another self check out machine.
31. You are great! Thanks.
32. We borrow movies from the library often. I would find it helpful if we could see the country of origin and the director with the film's information upon opening, since our favorite movies are foreign ones. Thank you.
33. 1. Create a more inviting lobby entrance - maybe expand the cafe and provide comfortable seating where people can drink coffee and read their books. Or maybe build a small outdoor amphitheater that the lobby can open up to on a nice day, where people can gather and hang out. 2. Provide faxing services. 3. Limit the number of material an individual can place on hold, thus freeing it up for other people to use/borrow.
34. I think you guys are doing just fine.
35. It would be nice if there were offerings for toddlers on the weekends. A reading group of some sort. Most programs are geared in the daytime hours M-F and those who work full-time during the day can't make it during those times. I think the Beaverton library offers something on the weekends.
36. More computers and fix computer audio for headphones. I think most of them are ether missing or do not work.
37. I am perfectly happy with the Tigard library. My only complaint is that I study upstairs in one of the quiet rooms; occasionally there have been screaming children with their parents who are working on the computer. This makes it hard for me to study when there is loud noise. Otherwise I think you guys do great.
38. I wish there was a way for me to bike to the library. I live up off 99W and there isn't a "safe" way for me to bike there - too much car traffic. The library itself I have no complaints. It is clean, bright & easy to work with. I LOVE the ability to do so much on line (renew, reserve)..... I think also it should be easier to donate - it's not clear how to do that...
39. It's too darn quiet upstairs! All I hear is the tapping of many

## TIGARD PUBLIC LIBRARY SURVEY RESULTS – 2008

keyboards, which is FAR more annoying than quiet background conversation. I thought libraries had moved away from the whole model of being sanctuaries of quiet. Besides, isn't that what the reading room is for? Bring a little joy, enthusiasm, and laughter to the upstairs!

40. Continue to order new books. Thanks so much.
41. Keep up the good work. Thanks.
42. We in Tigard are lucky to have such a great library. The staff and volunteers are helpful and efficient. You all deserve my thanks.
43. I would recommend allowing access to the library wireless by 9 am, but I heard there was a security issue. Although you would have to have a library card as well as a password to gain access to the library's internet. However, I understand there might be issues with allowing access prior to the library's opening hours. Thank you.
44. I put a number of items on hold and have 2 issues with the system. 1. Although I do get a call stating I have some items on hold it would be nice if the online system showed me a date that the item was put on hold for me and a date that the item will be released (I have missed a couple of items that I waited months for) 2. A number of items I have on hold I have been 1 of 12 for a long time. Has the item not been returned, is it lost???? I feel like the system should alert me a say "item has been lost or misplaced...please call Library X for further info".
45. In your web page it would be easier for us to just type in the title and author of a book or audio and you show specifically that. If I type in Patterson or any name, I only want to see the material by that person and only that one. You have a most attractive web page and it is easy to read. Thank you.
46. Would really like to see the children's programs on the weekend offered in the morning so that kids with younger siblings (who need naps) can still participate.
47. I would love it if there was a toddler book time once per week scheduled in the late afternoon. Since I work every weekday morning, I am never able to take my 2-year-old daughter to a story time. I still receive notices in the mail when the items I request on-line are ready for pick-up. Since I track the items on-line, the notices are not necessary. I have talked with people at the library desk about this, and they cannot understand why I would continue to receive the notices. I appreciate the extended hours, the coffee shop, the ability to check out cultural passes, and the plentiful resources available on WILInet which is user-friendly and efficient. Tigard Public Library is wonderful!
48. Again, I think it's inappropriate to display "Just Out" in an unsupervised area accessible to young children. While the gay/lesbian practitioners have a right to inform and even proselytize their lifestyle, such promotional literature should be available to and reserved for those who have reached the age of reason. Suggest placing such material in view of the checkout desk, or in the magazine/newspaper section (on an upper shelf and open to the computer area) or be kept behind the checkout desk, with patrons having to ask for the publication. As a public agency, I think the library should reflect the norms of the community, while making such publications available to mature, reasoning individuals.
49. Please remain tough on cell-phone addicts. You are the only library (in the area) that bans their use. Other libraries have become intolerable noise-boxes due to inconsiderate phone users, and it just takes a couple of these boobs to ruin a library

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forever. Thanks!!!

50. n/a
51. 1 -The WCCLS web site does not provide accurate book renewing information. It could and should! 2 - The renewal period should be from the due date, not the date renewed.
52. Thanks for the great service!
53. There could be more parking, plus the parking lot is confusing. It's hard to tell if the streets are one-way. It might be nice to have additional arrows painted in the parking lot to indicate the direction you are supposed to drive within the lot.
54. Love the new parking lot. Our library is wonderful. It is a real meeting place for our community.
55. Buying more popularly read books, like for example the book: Snow Flower and the Secret Fan: A Novel by Lisa See, is a very popular book right now and a lot of people are trying to get a hold of it and read it, and there are simply too many holds being placed on just the few copies the library owns making it a long time till the person actually gets the book, when for example, a student may need it for a project right away.
56. The additional parking spaces helped, but cars are packed in like sardines and visibility is sometimes not the best. Even with the arrows painted on the asphalt, people drive any way they want. Making and enforcing "one way only" might alleviate confusion and potential accidents.
57. More Self Check like the Deshutes Library.
58. I think the library needs a color printer.
59. Love the library! Use my online library account almost daily. Library staff has been very, very helpful. Children's section is fantastic. Would like more audio books for adults in the Tigard library. Thanks!
60. I think you can see I enjoy the library, so I hate to make a bad comment, but I will share it in hopes that it improves the library. There are several employees who have a hard time listening to patrons. The patrons state their need or issue, and the employee seems to go into a 'script' and ends up asking questions of the patron that have already been answered several times. When the patron becomes frustrated, the employee adds to issue by stating 'if you can't answer my questions, I can't help you.' Although a script is helpful, and several employees use it, there are two employees who use this as a bad tactic, one much worse than the other... I was leaving the library when two people helped in the manner were also leaving. When we got out the front door, they raised their middle finger and said, "This is the worst library I have ever been to." Having witnessed the way they were helped, I could see their point of view. In the end, I think some listening skills training would be helpful. This is a problem in that I think most of the staff does a great job, and such training, even if implied would be insulting. I believe the staff knows who I am referring to, and a little inquiry, observation, and individual action would be better than blanket training.
61. You can't.
62. Allow patrons to access their own on hold items, which will allow patrons to use the self checkout. Also allow patrons to cancel their holds online.
63. Keep going with the weekend hours.
64. More parking.

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65. More DVD's.
66. You could have put this survey on the Tigard library web site front page. :) I'd like to see more programs for elementary school kids and middle readers, not just for toddlers and preschoolers.
67. Because I'm an early rather than later person, I would prefer the library be open at 9 a.m. and close an hour earlier on weekdays. I am never at the library at night. Often I have to return to the library after morning activities, errands, & appointments, etc. in and around Tigard, sometimes having driven past it on my way. I'm sure I'm in the minority and there are many more individuals & students that need it open later in the evening. Just thought I'd voice my preference even though I don't believe it will change. Really the Tigard Library is Great!
68. Having a computer designated to the employment office, would be very useful. The Beaverton library had one of these before the move to the big building on Hall and 5th. The computer from the employment office has now be moved or removed. I didn't see it anywhere; it used to be in the business wing, the last time I was at Beaverton.
69. I am not sure, maybe more books by Graham Diamond, John Lymington, and more Nancy Drew books (especially numbers 65-175).
70. Keep up the good work!
71. Excellent library, good resources and hours are convenient.
72. Get a fax machine.
73. Extended hours to 9pm are wonderful! Sesame Donuts in-house and open all hours the library is open (+ more hours) is a great addition to the library Keep up the good work!
74. Maybe larger selection of DVDs.
75. Your services are excellent.
76. Rate of check-in is way too slow; I return books and the next day they still show as out when I go online - online account does not let me create my own list; emailing titles does not work (I am on a Mac) - I really miss summaries of books when I try to find more info on a title - quite a few errors & some records very messed up (e.g. charlotte's web) on Polaris.

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