

NEWS FLASH

FROM THE TIGARD PUBLIC LIBRARY

Tigard Library Survey Asks Users to Rate Customer Service

The Tigard Library will ask the community to rate its customer service and provide feedback about its resources during its annual survey from Sunday, Feb. 5, through Saturday, Feb. 18. The survey will also ask about e-book use.

People may take the survey in a variety of ways. During those two weeks, staff will ask visitors to the library to fill out a paper survey. It will also appear in Cityscape, the city's monthly newsletter, online through the library's website either from home or in the library and through Books & Bits, the Library's e-newsletter. The Washington County Cooperative's (WCCLS) website will also post the survey, and the link will be posted on the Tigard Library's Facebook and Twitter pages.

As in the past, the library will offer a Spanish version. For the first time this year, the Spanish survey will also be available online.

The annual survey provides valuable information from both library users and non-users. Library staff uses the results to improve or revise programs and services. Examples from past surveys include adding weekend children's programs, publishing a monthly e-newsletter and expanding the variety of computer classes. Last year, nearly 3,100 people took the survey. The results will be posted on the library's website.



TIGARD PUBLIC LIBRARY

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