

# Patron Survey 2015

968 emails sent on 02/10/15; 111 responded (11.47%) as of 03/18/15 FINAL

## 1. In which of these Library activities have you engaged in the past 12 months?

Borrowed materials to take home (104)	18.2%
Put an item on hold (81)	14.2%
Visited the Washington County Cooperative Library Services website (wccls.org) (80)	14.0%
Visited the North Plains Public Library website (nplibrary.org) (61)	10.7%
Downloaded an audio book or e-book or movie from Library2Go or 3M Cloud Library (42)	7.3%
Used a Library computer (40)	7.0%
Attended a program at the Library or a program sponsored by the Library but held elsewhere in North Plains (35)	6.1%
Asked a librarian for help with research, reading advice, or using the Library (31)	5.4%
Came for a place to read/work/study (29)	5.0%
Used wireless access at the Library (personal laptop or mobile device) (24)	4.2%
Asked a librarian for help using your e-reader, mobile device, or computer (20)	3.5%
Used an online database resource (e.g. Mango Languages, Encyclopedia Britannica, Auto Repair, NoveList) (15)	2.6%

### Other (7) 1.2%:

*Participated in a fundraiser*

*Genealogy resources*

*Inter library loans*

*Used the WorldCat*

*Interlibrary loans, help with printer, art exhibits*

*Used Cultural Pass*

*Donated books*

## 2. The Library is currently open 11-7:30 Monday, Tuesday, Wednesday and 11-5:30 Thursday, Friday, Saturday. If the Library were able to open at 10 a.m. each day, would you or others in your family come at that time?

Yes (56)	53.3%
No (49)	46.6%

### Comments (26):

*We might if it was in our schedule*

*Because I work, I would rather it stay open later*

*I use the library several times each week so extra hours would be most welcome*

*10 am every day would be wonderful*

*We are all gone during that time. During summer time though the kids would be in though*

*Our family don't use the library services*

*On Saturday*

*It would be nice to be open on Sundays*

*Sometimes I wish it was open to 7:30 every night*

*Sometimes I am ready to get my stuff from the library at that time, because that is when the mail is available at the post office*

*Maybe, but only on weekends*

*Yes, on Saturday. We get an early start and the library is often closed when we want to go on Saturday.*

*In the summer it would be awesome*

*The schedule seems fine right now, as I have a more flexible schedule than in the past. If the library was open earlier I would probably use it, if out for a morning walk.*

*Maybe (x2)*

*Times are good*

*I don't live in North Plains anymore so this wouldn't affect me*

*Sometime this might work, but I can deal with 11 a.m.*

*Weekends*

*I usually stop by when im doing other errands so time isn't a huge issue.it might be something to consider during summer with no school*

*The current hours seem to work for me*

*I don't live in North Plains, but my daughter visits the North Plains Library with her grandma as well as attending events, especially ones that are happening on school closure days*

*I am so grateful that we have a Library in North Plains. It connects us to the WORLD of ideas ,books, research and very helpful and knowledgeable, help with all of our needs!*

*I'd be at work during that time*

*If library opened earlier, I might get there earlier, but current times are good*

**3. Are there physical changes or improvements to the Library's existing interior space that you would like to see implemented? (Please list them.)**

**Comments (44):**

*I like it right now*

*No, it's fine.*

*Maybe a little privacy between computer stations.*

*Parking improvement - more options*

*I'd like to see an indoor video display of upcoming events.*

*More seating for studying More room for meetings and programs*

*I would like to have it made so that our shelf boards were a little more interchangeable. It would be easier to make more space on the shelves that way.*

*Better lighting in adult reading areas*

*It's beautiful*

*It's perfect....bottom shelf on dvd shelves is a little difficult for me though....otherwise...awesome facility.*

*None that I have noticed.*

*Remove automated check out so there is more room for books. Librarians already do an excellent job and the machine is a redundancy.*

*More shelving*

*I like it just the way it is!*

*The library is really very beautiful. More space would be nice of course.*

*No. We have a great library.*

*Is fine for my purposes.*

*Possibly more room for non fiction books*

*It seems to me that the space is used in the best way now.*

*No its very nice library.*

*Not at this time*

*I think it is planned very well.*

*There seem to be a lot of kids using the facility, especially after school and especially in the computer area. It would be good to create a room for these young people so they can be louder without disturbing others*

*No, though it would be nice to see improvements in the building next door :)*

*I wish that in the DVD section that there were no DVD's below waist level. It is hard to get down that low to see what is in stock.*

*I would love to see it grow!!!!!!*

*Separate rooms for groups/meetings; more isolated places to work/study. But these wouldn't fit in the existing space so maybe not.*

*None that I can think of.*

*No, it is a good place*

*None (x3)*

*No (x11)*

*NA (x1)*

**4. Would you be in favor of expanding the physical space of the Library to accommodate more public seating, to provide a meeting/activity room, and to house more materials?**

Yes (84)

79.2%

No (22)

20.7%

**5. Are there service or procedural changes or improvements that you would like to see implemented at the Library? (Please list them.)**

**Comments (34):**

*I'm not sure at this time*

*No, not that I can think of.*

*I asked for a copy of the Oregon criminal code and the person behind the counter asked me who the author was? DA*

*More open hours, especially in the mornings More adult programs and classes*

*Low or no cost children's events like movie night*

*No will cost more money and taxes!*

*Reduce necessity of in-person library card updates.*

*No....your library services are AWESOME! Your staff and volunteers are AWESOME!!!!!!!*

*I often return my books in the dropbox outside just before 10:00, but they aren't recorded until the next day, making me have late charges. It would be nice if they picked those up when the library opens.*

*It would be nice to open on Sundays.*

*More large print type - recycling the books with the other libraries more often so that there are new titles*

*No, it functions very well.*

*To be open later*

*Small meeting space.*

*Not Really*

*Keep up the good work!!!!*

*Not at this time*

*Computer area for kids/students*

*Technical (computer) or on-line tutoring job search/application assistance senior and teen match-ups or social hour game night*

*(1) More knowledgeable people to help (2) More space (3) More light*

*None come to mind.*

*None at this time*

*None (x2)*

*No (x10)*

**6. To what kind of programs would you or others in your family come if they were offered?**

**Comments (34):**

*Second language classes, cultural awareness*

*Programs for seniors*

*Classes on a variety of subjects.*

*We like the Writer's Group, movie nights, authors' talks.*

*Author lectures, adult-focused storytelling and performances, genealogy (and other) how-to classes, Adult movie nights*

*They are doing a great job already!*

*We love all of the kid and family events.*

*Mother-daughter book club, history of North Plains or Hillsboro, family films (you do this already)*

*Our family are most interested in sports activities. All education and reading comes from the Internet.*

*Computer instruction....the craft night was cool.....maybe mixed media art projects*

*Read to the Dogs and any other event being held at the library or Jessie Mays Community Center.*

*My old library had a babies and books which gave 0-3 yrs have the oppertunity to listen to books and play. I've tried going to the storytime but the woman reading was rude and unfriendly. She told me to leave all because my daughter was sitting playing quietly with a toy while she listened to the book. The reader wanted her to not play and just sit and listen. Which is something a 2 year old has a hard time doing. I've never been back to storytime and don't plan on being back.*

*I would like to see a crafting club...specifically crochet and knitting, but also perhaps other textiles as well. it would be nice to have a way to get to know some of the women here in town with similar interests*

*Adult and child education classes during the week for homeschool students.*

*Guest speakers, classical or folk music*

*Craft nights.*

*More meet the author nights*

*English classes, citizenship classes*

*Maybe art classes of some sort. Happy with programs offered currently.*

*CPR training, home/self defense, concealed handgun class, landscape design*

*Writing classes*

*Tech classes for use of e-readers, cameras, new type phones, any new tech device!*

*Keep offering authors coming to speak at the library, as well as other speaker opportunities.*

*Financial planning classes*

*Idk*

*Arts and crafts*

*Don't know*

*Music! history, technical, local color, dance and drama*

*I love the programs you offer. Perhaps more of same and different peoples to share their skills.*

*Something for KIDS/TEENAGERS (as opposed to parents) about being responsible with social media.*

*Events such as bringing Eric (fellow from Rwanda) to highlight important aspects of current history such as ethnic cleansing I think peaked the interest of many. Similar events (they don't all have to revolve around genocide) would be great to educate and broaden our minds.*

*Can't think of any additional programs that I would attend if offered.*

*Depends on what the programs were!*

*N/A (x1)*

**7. How do you receive information about Library activities? (Select all that apply.)**

Emailed Newsletter (monthly) (78)	25.9%
Flyer posted inside the Library (47)	15.6%
Word of mouth – Library Staff (41)	13.6%
Flyer posted in display case outside the Library (38)	12.6%
Word of mouth – Friends, Family (32)	10.6%
Facebook (12)	3.9%
Flyer posted elsewhere in the community (11)	3.6%
Newspaper: The Hillsboro Argus (9)	2.9%
Newspaper: The Hillsboro Tribune (8)	2.6%
Newspaper: The Oregonian (7)	2.3%

**Other (18) 5.9%**

*Sandwich board outside library*

*Childrens School*

*North Plains Elementary School*

*Water bill*

*North Plains Newsletter*

*The newsletter that goes out with our water bill.*

*Web page*

*Reader board outside library*

*Email*

*Video sign in window, website*

*NP Elementary*

*In person*

*Elementary school flyers*

*Web site*

*North Plains newsletter*

*Would like the emailed news letter*

*Flyer in City water bill*

*Community Newsletter*

**8. How has the Library changed your life?**

**Comments (70):**

*Great place to meet and exchange ideas.*

*My son got his first job there. I enjoy having a nice "living room" to read in*

*I've been able to see a lot of movies on DVD that I would not have been able to afford, made the internet available and given me access to many books and magazines...all of which enriched my life.*

*My son utilizes computers for school stuff*

*So convenient for us folks living in North Plains.*

*I am a teacher-it has given me more ways to create opportunities for my students to become better readers and it has given me better resources. It's nice to have resources that don't cost money-because I don't make much!*

*By being so close.*

*It has saved me a lot of money - don't have to buy books or subscribe to cable TV. The library provides a lot of entertainment and education!*

*It has enriched my life tremendously, both from the books and from the friendships with staff and other patrons.*

*The ability to expand my knowledge in the subjects that I like.*

*A local place to get books, talk with people, join in activities within the community.*

*Although I am a life-long library user, my use of the North Plains Library in particular is relatively new. I could never afford to purchase the amount of library materials that I borrow in a year. My support of the library through taxes is minuscule compared to the value my family and I receive in materials and programs with no out-of-pocket costs (except fines). The library is my refuge and source of education, entertainment, and social interaction.*

*It keeps me connected to our community*

*Because of the Library I have been reading more, it saves me money, and I am able to borrow a movie each week so on Fridays my husband and I are able to have date night at home! The Library has changed my life for the better! Books are very enriching to my life! Keep you the great job! North Plains Library is a wonderful place and the staff is so warm and friendly!*

*The library provides me with free and almost limitless access to knowledge and experiences.*

*I love the library. Books are my refuge from the world and my window to the world. I can't buy everything I would like to (nor do I have room for it) so I really need and use the library. Also, the library has been an incredible resource for homeschooling my daughter. From books, videos, and great library staff, we have learned about wild horses, raptors, ancient Rome, multiplication and more. I LOVE MY LIBRARY!!!*

*It is nice to be able to share the library with my grandchildren the way my grandmother did with me when I was little.*

*By paying more taxes!*

*It lets us read books and watch DVD's we can't afford to buy.*

*It helps me learn new things and teach my children new things. It provides entertainment as well.*

*Love having a book in my hands, it is very relaxing. Very helpful as I don't have an income to buy all that I read.*

*Reading changes everyone's life.*

*I get to read lots of books I could never afford to buy.*

*Every time I come to the library I leave feeling like christmas....the abundance of entertainment in reading material and dvds is so exciting....the staff are so generous with their desire to help..I love it.*

*I love the fact that I can borrow any kind of books and read them to my kids everytime. Also, I enjoy the annual passes.*

*Well...i used to go all the time...now i dont due to disrespectful and rude librarians.*

*Enriched our local community with librarians who care about it and the library. Given us access to more resources than a little library has room to house. Community pride and identity.*

*Easy access to books and movies. The WCCLS coop is wonderful. So easy to get any kind of book or media and pick-up at NP library.*

*Having a library so close has renewed my interest in reading for pleasure; and I love being able to download books to my phone and tablet.*

*Leap and Bounds - The last book I read was because I had too in school - I am 58 years old Books to listen to on CD...brings the world closer to me*

*Helped me to use computer and offers excellent books to read*

*Love to read. Love the library.*

*Reading enriches life*

*I love having a local library I can walk to, read at and have materials sent to for pick up.*

*Especially with the downturned economy I am able to read contemporary books and watch current movies. I LOVE THE LIBRARY!*

*The library provides books and programs that have a major impact on my life -- through new knowledge, entertaining stories, and more.*

*Nurtures love of reading*

*It is a joy to be able to find the resources I need through North Plains library and Wash. Co. library consortium. I've made friends with the librarian XXX and she has always been friendly and helpful. I am impressed by the way NPPL has kept up with the latest processing systems, making it always easier to check out and find the books I want.*

*Use the services more now that there is a library close to home.*

*Love having a library close by to where I live and don't have to drive to Hillsboro all of the time.*

*Access to color printing and copying Access to books for my children DVD's for weekend family viewing*

*It has enhanced my knowledge of the Library services and I have told others about services they didn't know were offered*

*I enjoy reading more.*

*Provided me the opportunity to check out books in my local community without having to drive into Hillsboro.*

*Love having access locally*

*More access to reading and viewing materials.*

*It has given me access to more materials to use and enjoy. Also I have a whole new group of friends with similar interests.*

*Convenience versus driving to Hillsboro/forest grove*

*It is access and community. Great resource and space to share with community.*

*I used to volunteer there when I was younger so it was a great way to get involved in the community and see the town change. I think the way the library has grown is amazing and I think the story should be told and remembered. It's great how the community got together and started the library*

*It has fostered in me a life-long of reading, which has helped me become the person I am today. I have been able to read and learn more about the world in a way I never would have without the Library.*

*Easy to order books.*

*Easy access. So nice.*

*Love to read, hate to purchase!*

*It has offered a place to learn new things and meet new friends.*

*I love to read. It is nice that we have a such a library in this small town. So convenient and the staff is great.*

*I read more.*

*I feel fortunate to have such a great library and library staff so close to home. Reading is very important to me, without the library I would not read as much.*

*It has brought a sense of community and belonging that did not exist before--this from a 30+ year resident*

*Brought me and my man closer with movie date nights, cant beat free movies :)*  
*My daughter attends events and the library with her grandma, which she loves to do.*  
*I am able to access movies and books much more easily. I read a book about every 10 days now.*  
*We read more. It's wonderful.*  
*Having the availability right here in my neighborhood is life changing. Wonderful, companionate, knowledgeable people are life changing. Thank YOU all! Local people that are invested in our community is life changing. Being recognized is life changing.*  
*The library has given me a new and valued community to enjoy and interact with. It also provides me with entertainment on the go (via downloadable audiobooks), which helps maintain my sanity in a busy life with little downtime. My driving time (and cleaning and yard work) is so much more enjoyable, and I get to "read" many books I otherwise wouldn't have time for!*  
*I've always used library services in the past. One so close is certainly convenient.*  
*Makes it very easy for me to get new music, DVDs, and books.*  
*Lets me rent free DVDs! What could be more life-changing than that?!*  
*No (x1)*

**9. In which age group are you?**

18 and younger (3)	2.7%
19-25 (2)	1.8%
26-40 (23)	20.9%
41-60 (47)	42.7%
61 and older (35)	31.8%