

COMMUNITY SURVEY 2018

Survey Overview

- Survey ran August 20th through September 21st
- Available in English and in Spanish
- 20 Questions using Survey Monkey
- 523 respondents
 - ✓ 492 responded to the survey in English
 - ✓ 31 responded to the survey in Spanish
 - ✓ 734 comments



Distribution Points



- **Print**

- Library
- City Hall Lobby
- Cutsforth
- Adult Center
- Swim Center
- Canby Center
- CAT office
- Hope Village

- **Online**

- Library website
- City website
- Library computers
- Library Facebook
- Chamber of Commerce
- Canby Now



Publicity

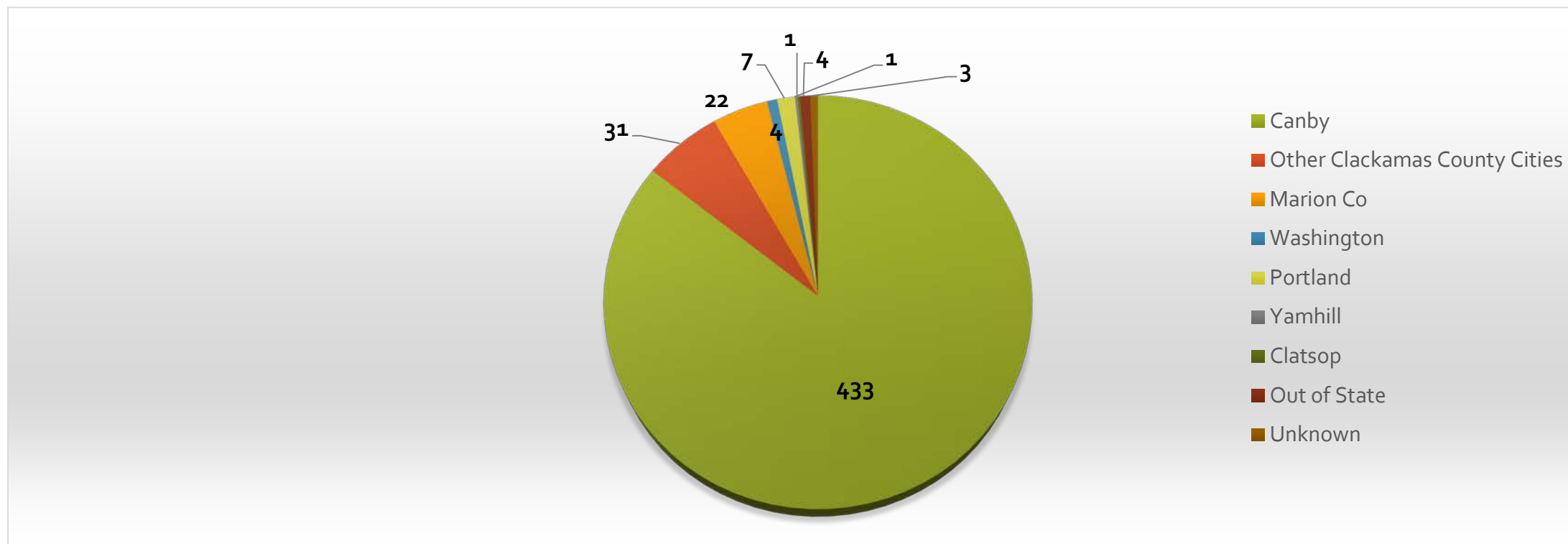
- Canby Herald
- Lobby monitor
- Library online newsletter
- Library website
- Facebook
- Twitter



Keep it in perspective...

- This is the library's first customer survey
- We now have a baseline for future measurement
- It does not provide a trend line
- It does provide valuable information that merits further analysis

Please let us know your zip code.

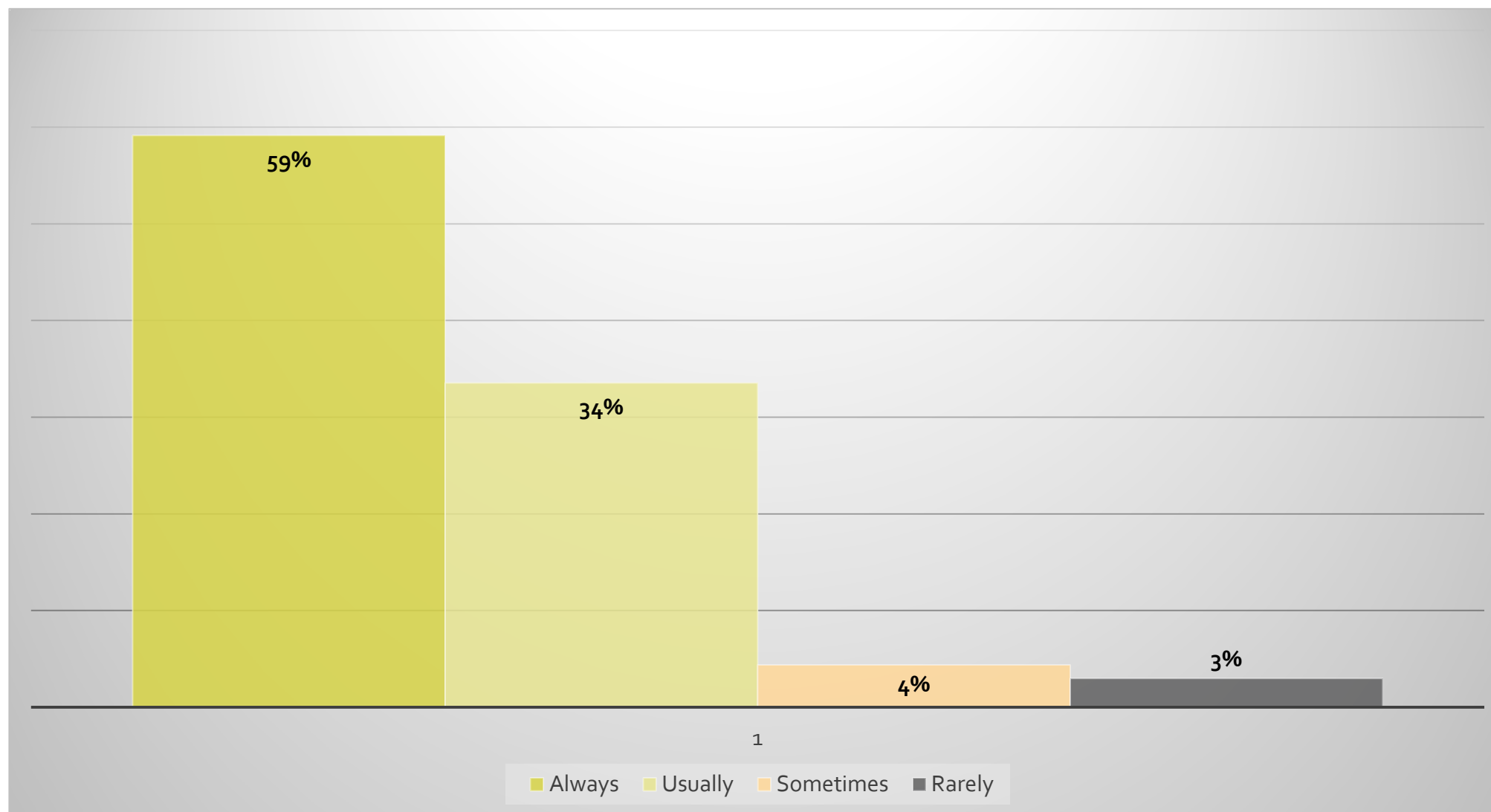


In perspective...

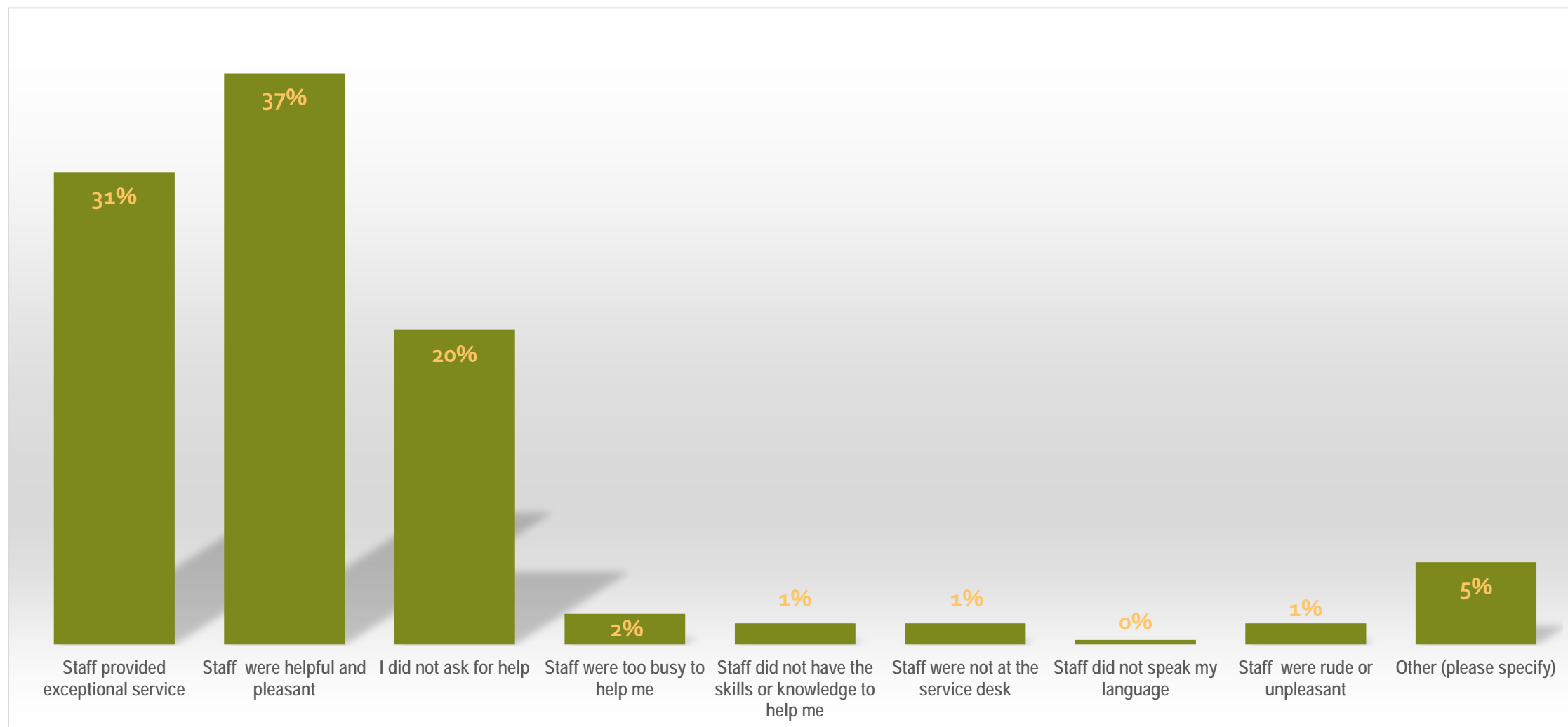
Number of library card holders registered with Canby: **11,842**

Canby's service population: **23,984**

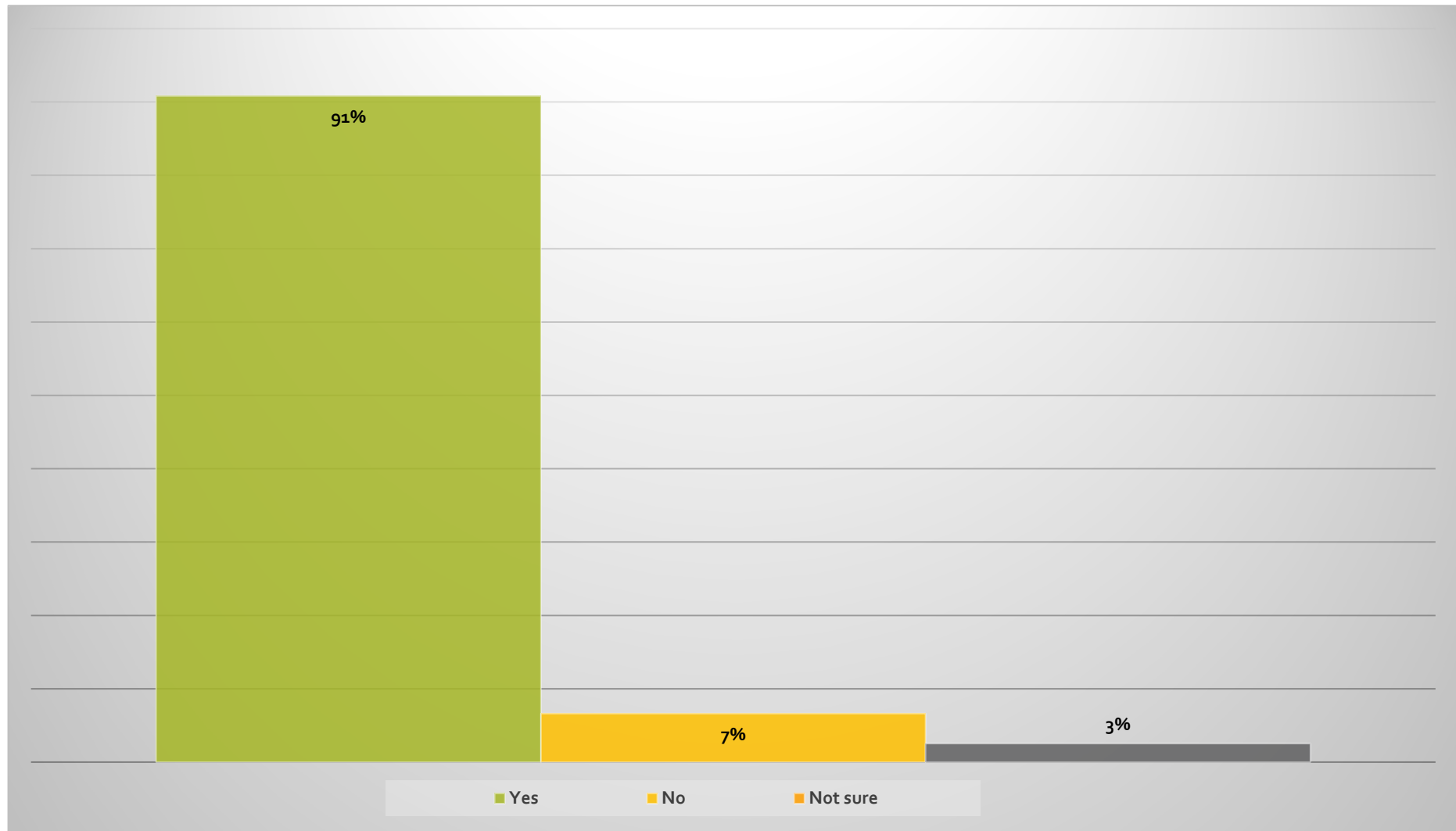
How often do you leave the library satisfied?



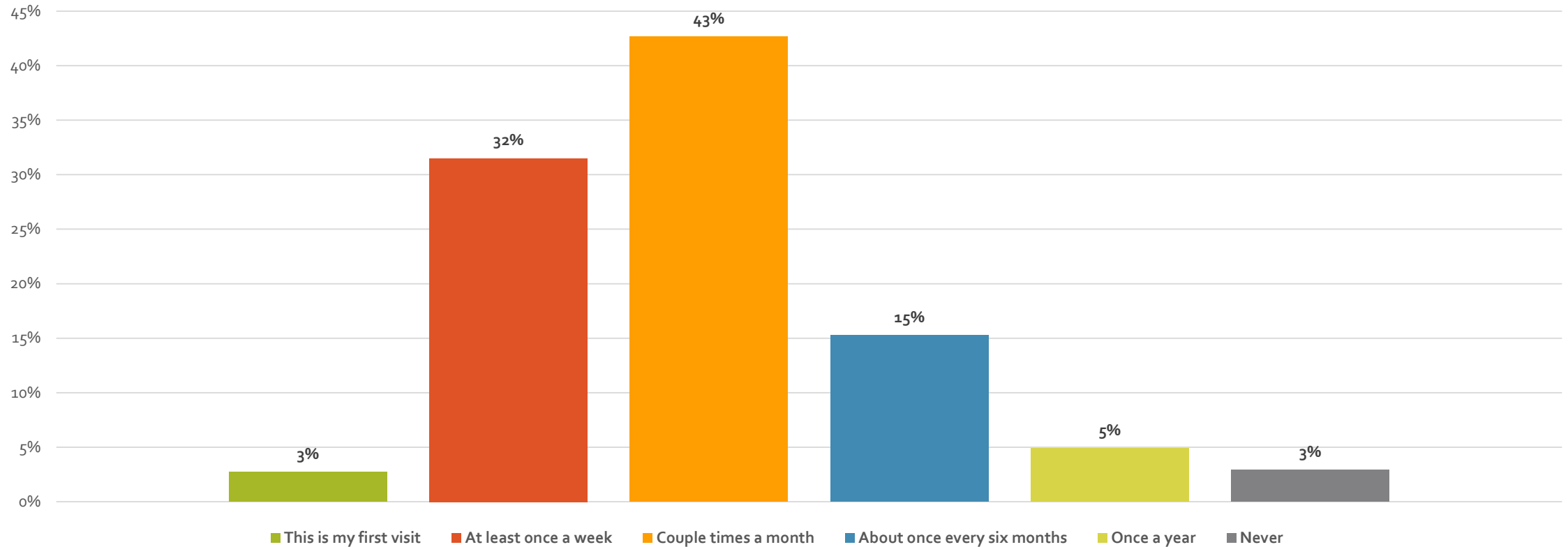
During your most recent visit to the library how was your service?



Do you have a Canby Public Library Card?

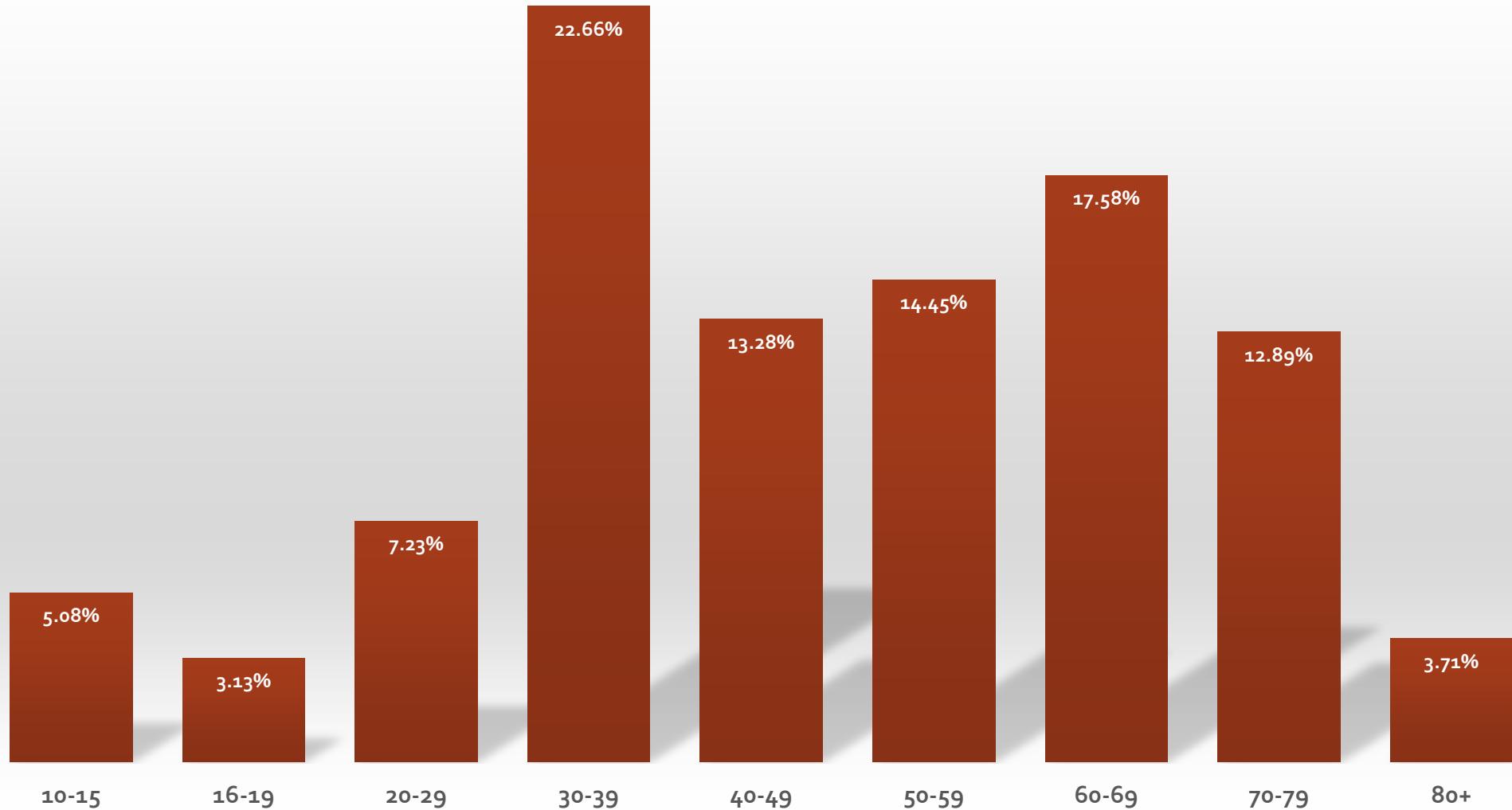


How often do you use the Canby Public Library?

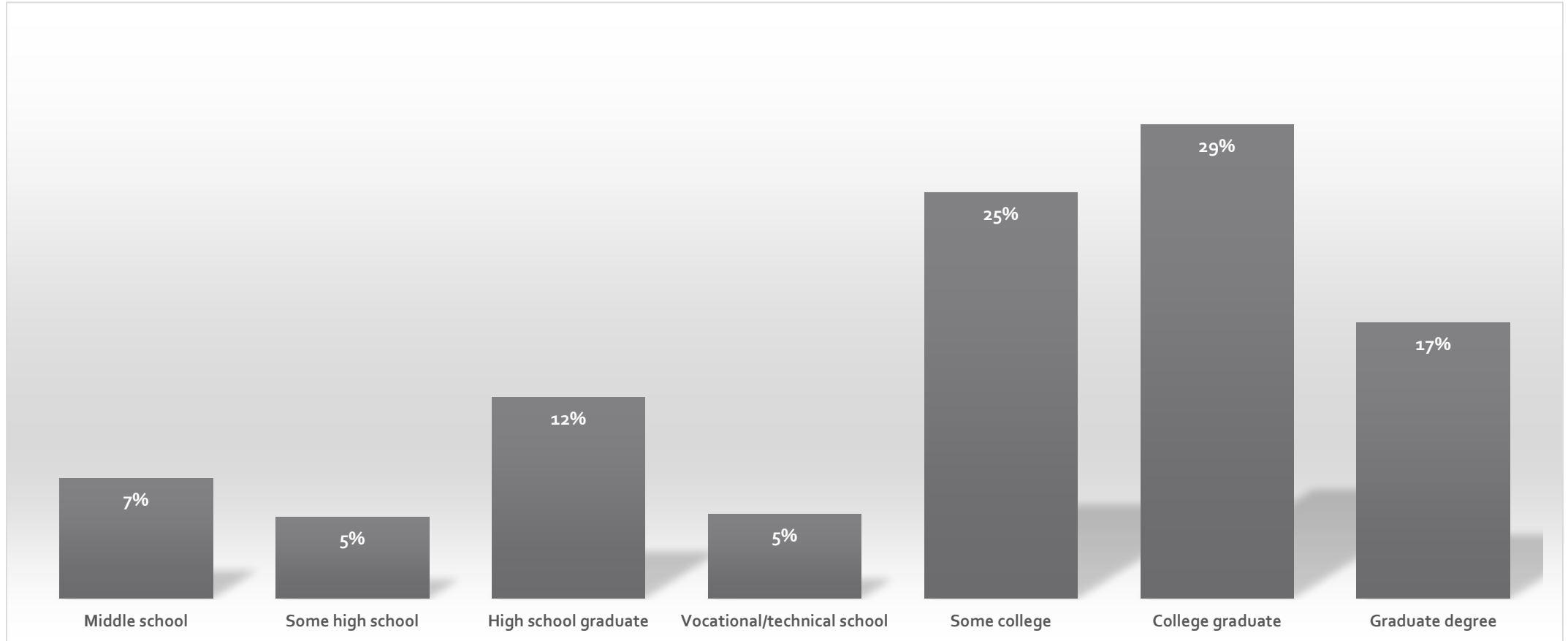


Your age group?

Question 2



Your educational level?



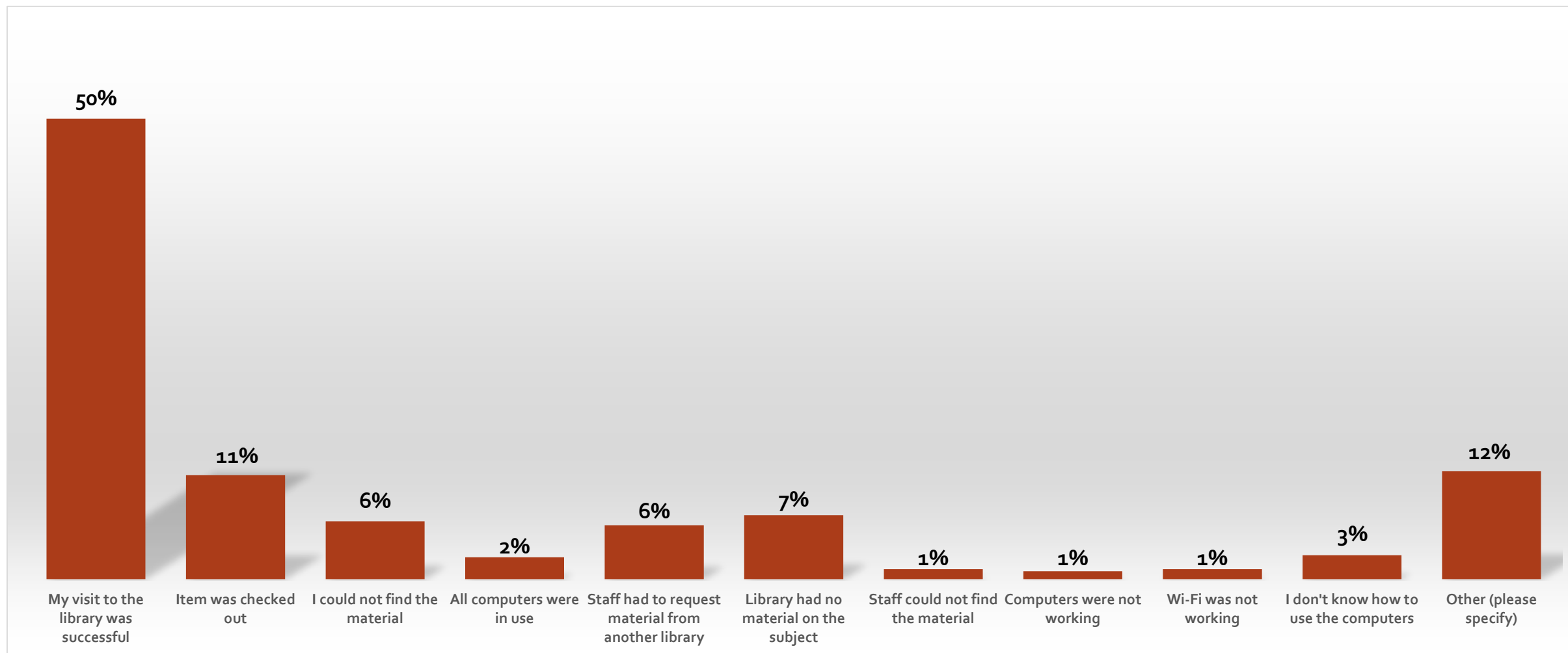
Next Steps

- **Further analysis of survey responses**
 - What are the differences between responders who are always/usually satisfied and those who are not?
 - What do the comments tell us about the drivers of dissatisfaction?
 - How do responses differ by age group?
 - And more
- **Review the survey data in terms of other studies/surveys**
 - Retail Market Analysis
 - CSD Demographic study
 - Bi-monthly reports
 - Other library surveys
- **Re-assess the Library's strategic plan based on our learnings from the results of the survey analyses.**

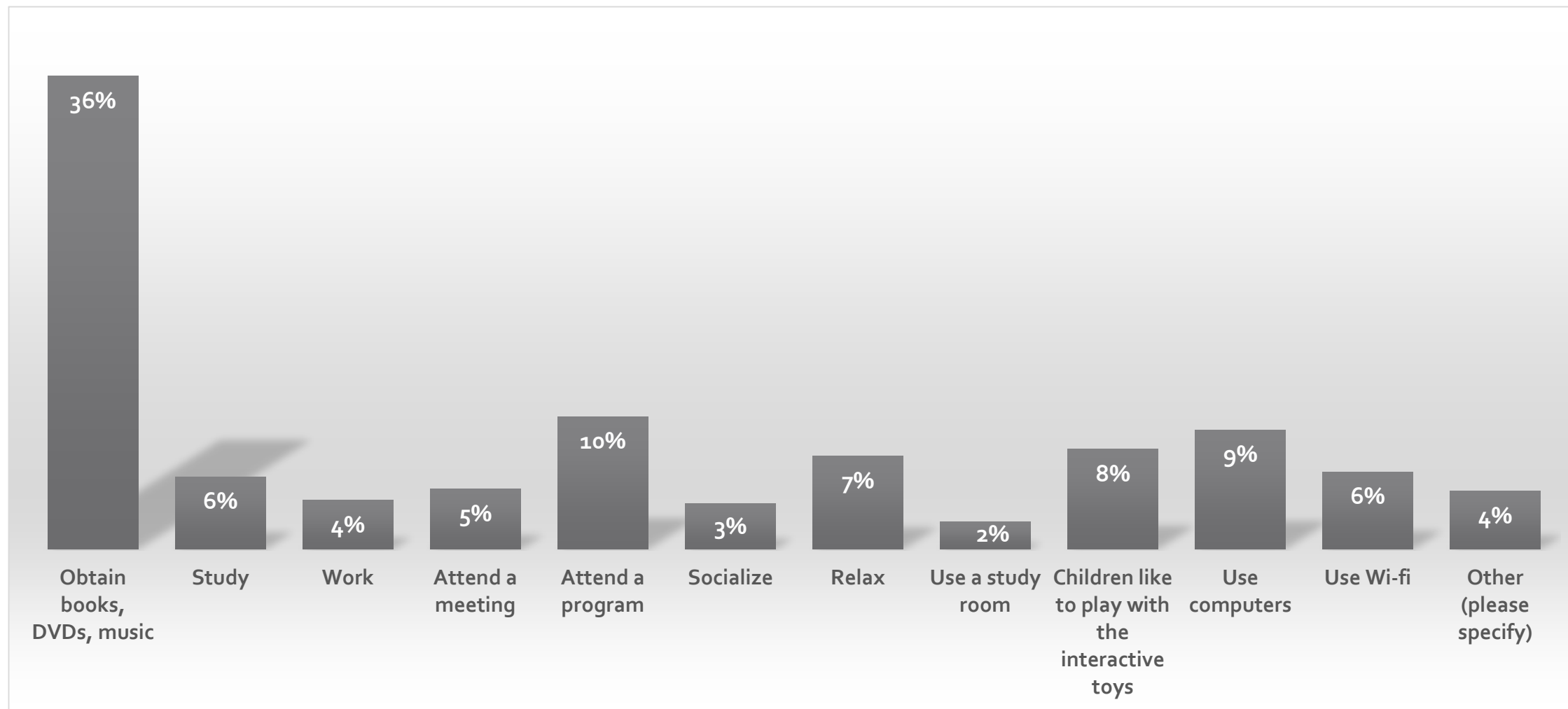


DETAIL SURVEY DATA

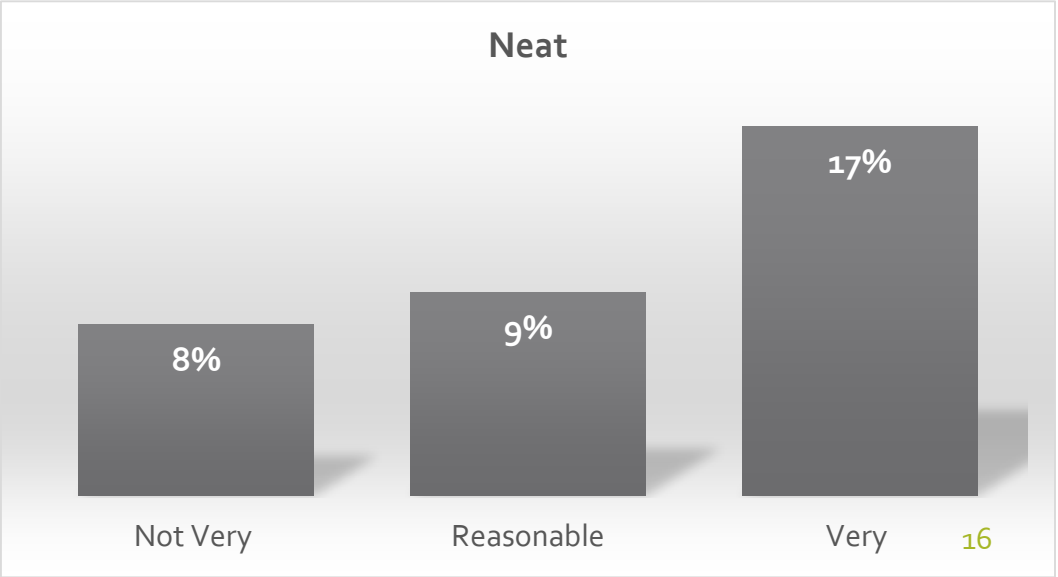
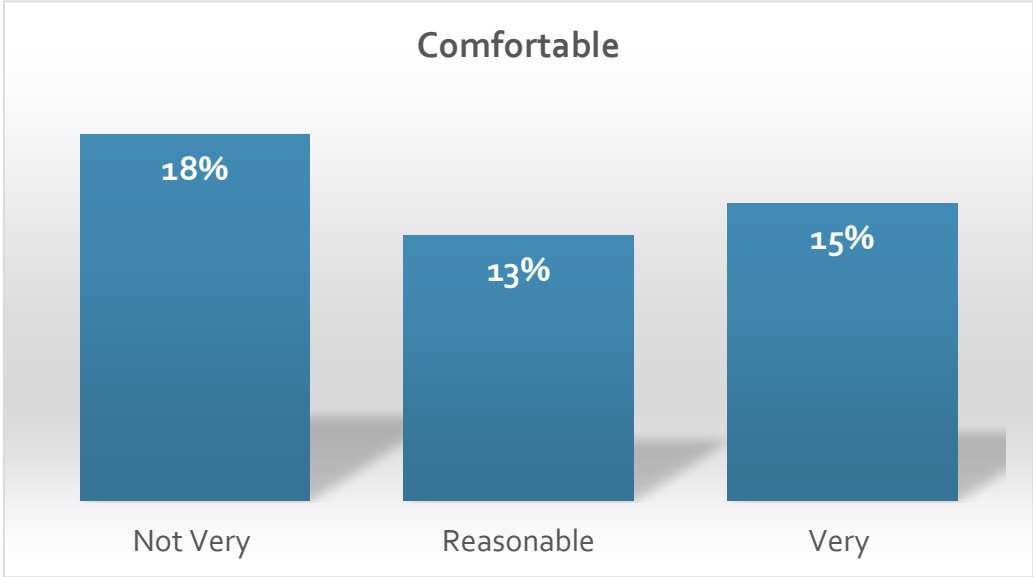
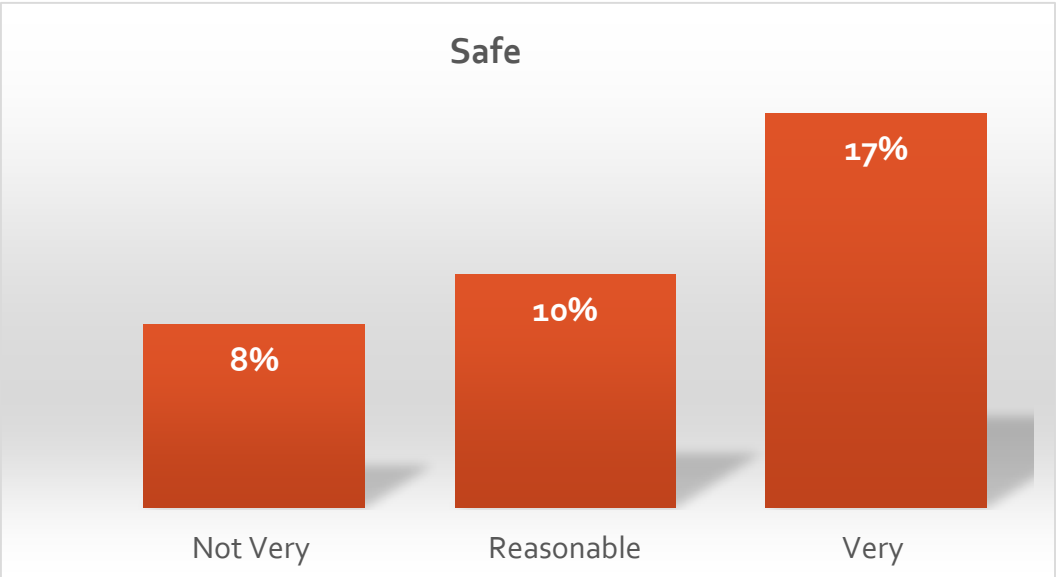
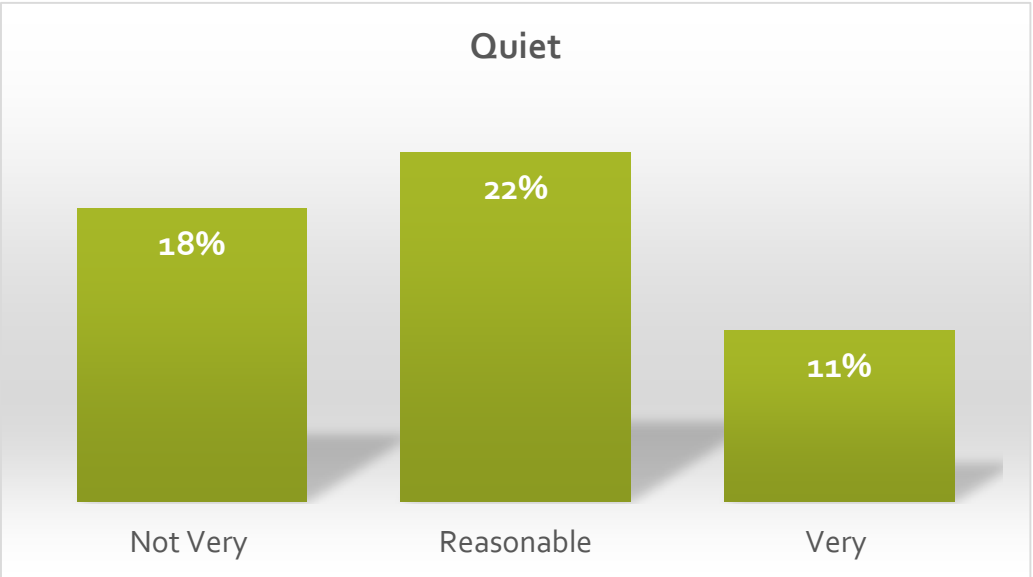
If your visit to the library was unsuccessful, why?



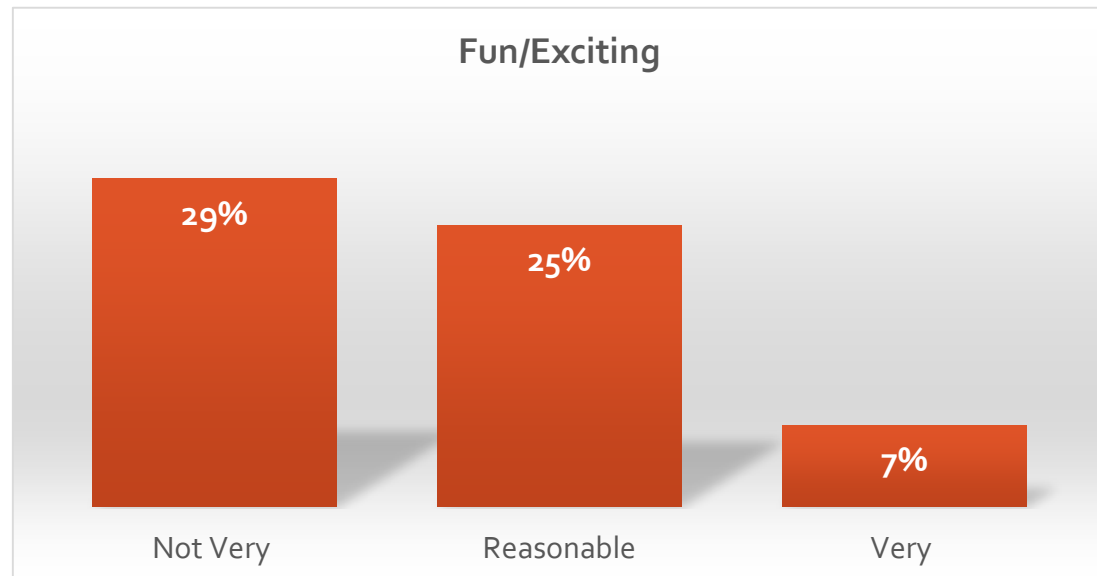
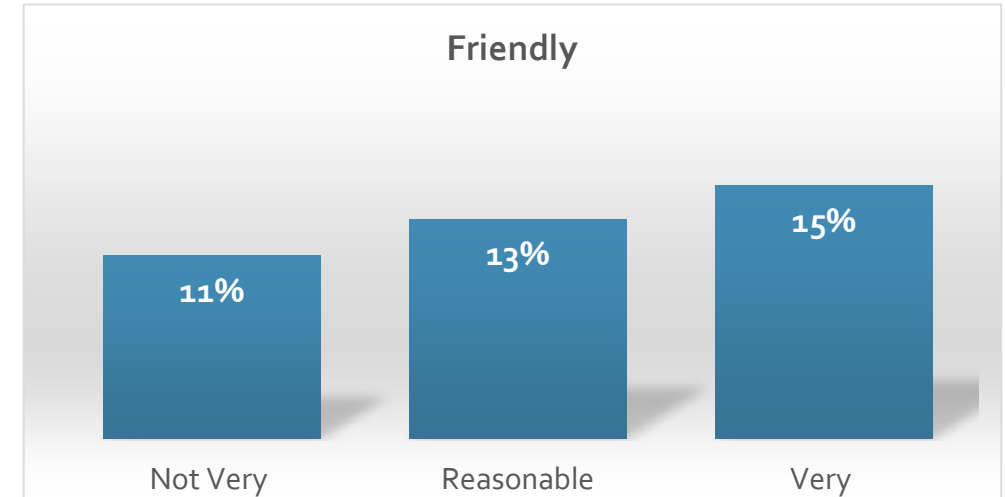
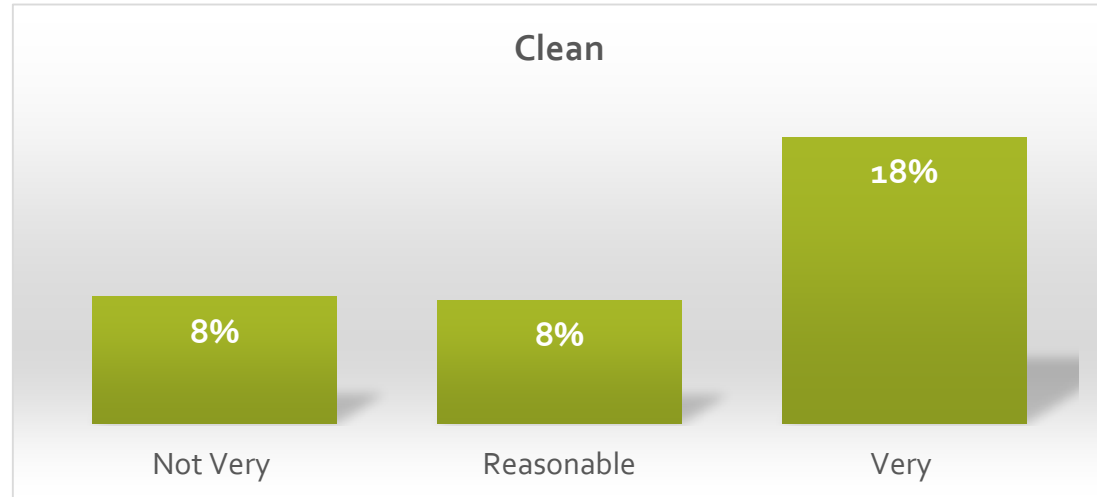
What usually brings you to the library?



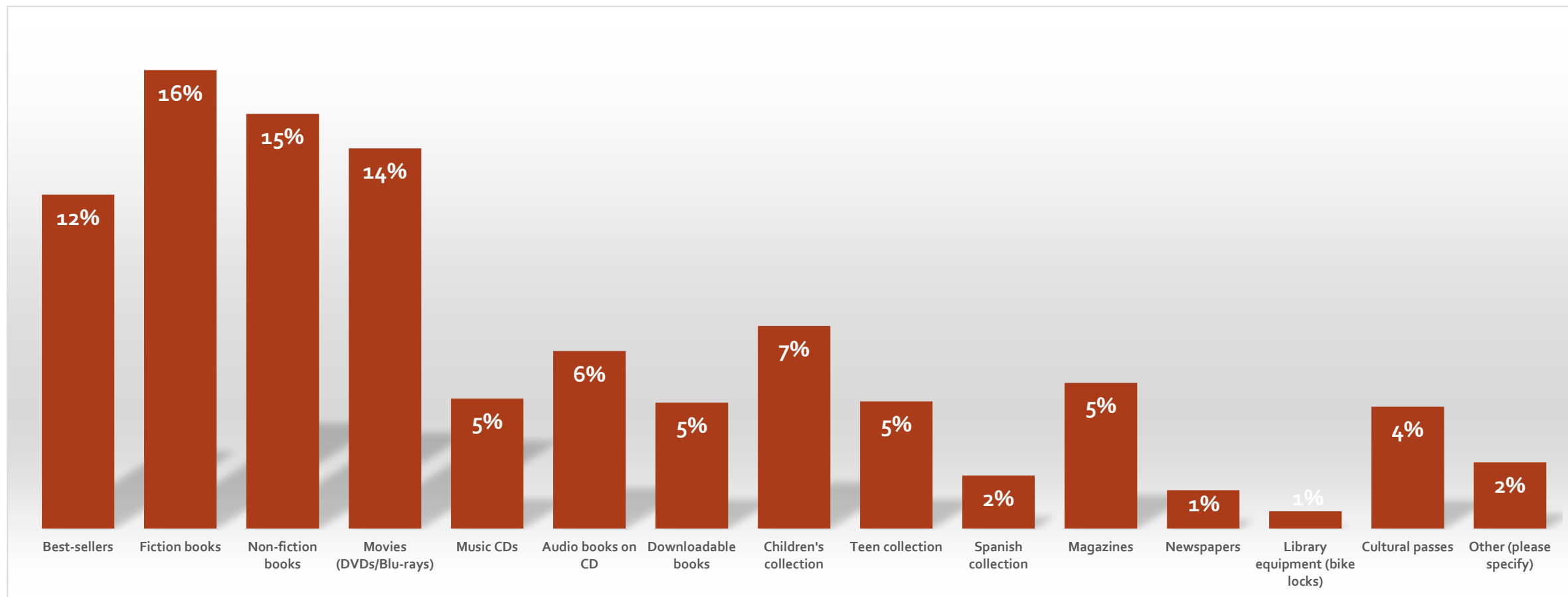
How would you describe the Library's atmosphere?



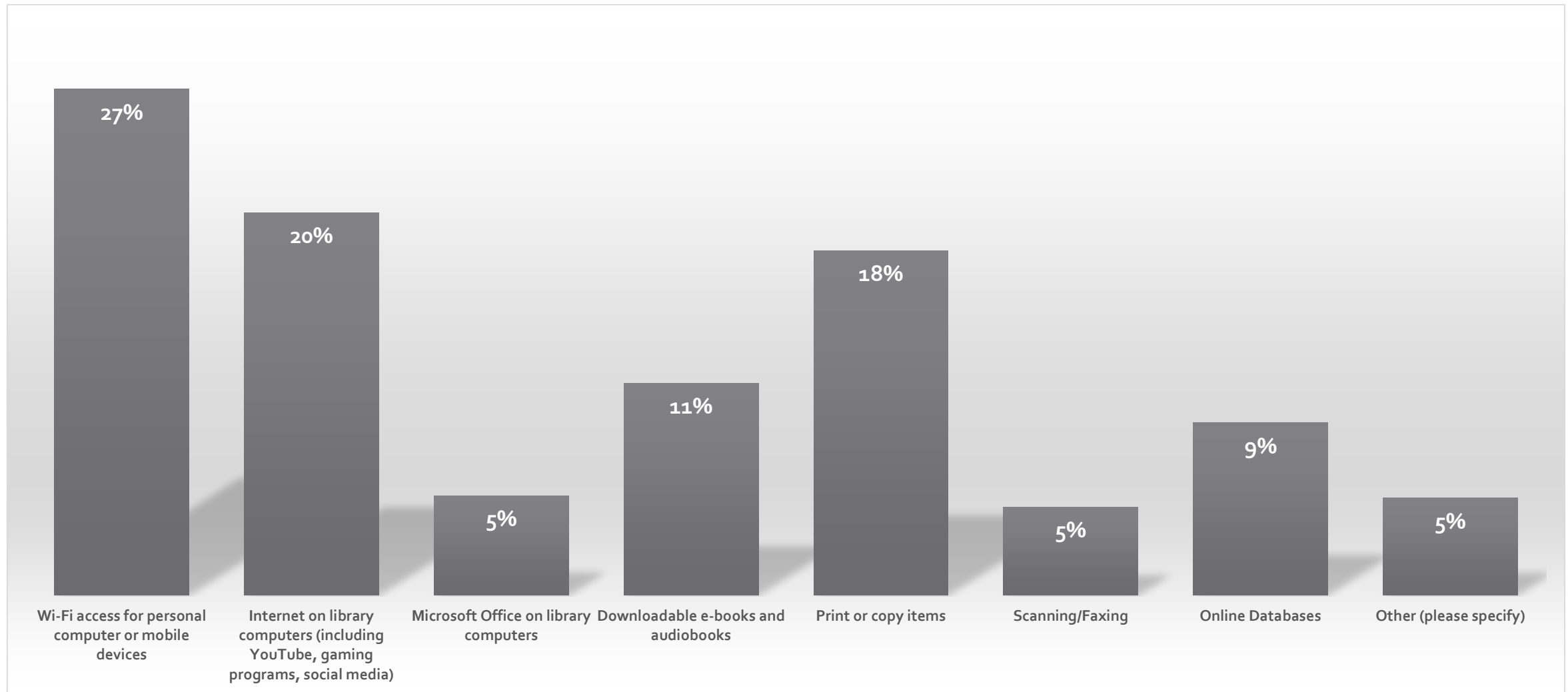
How would you describe the Library's atmosphere?



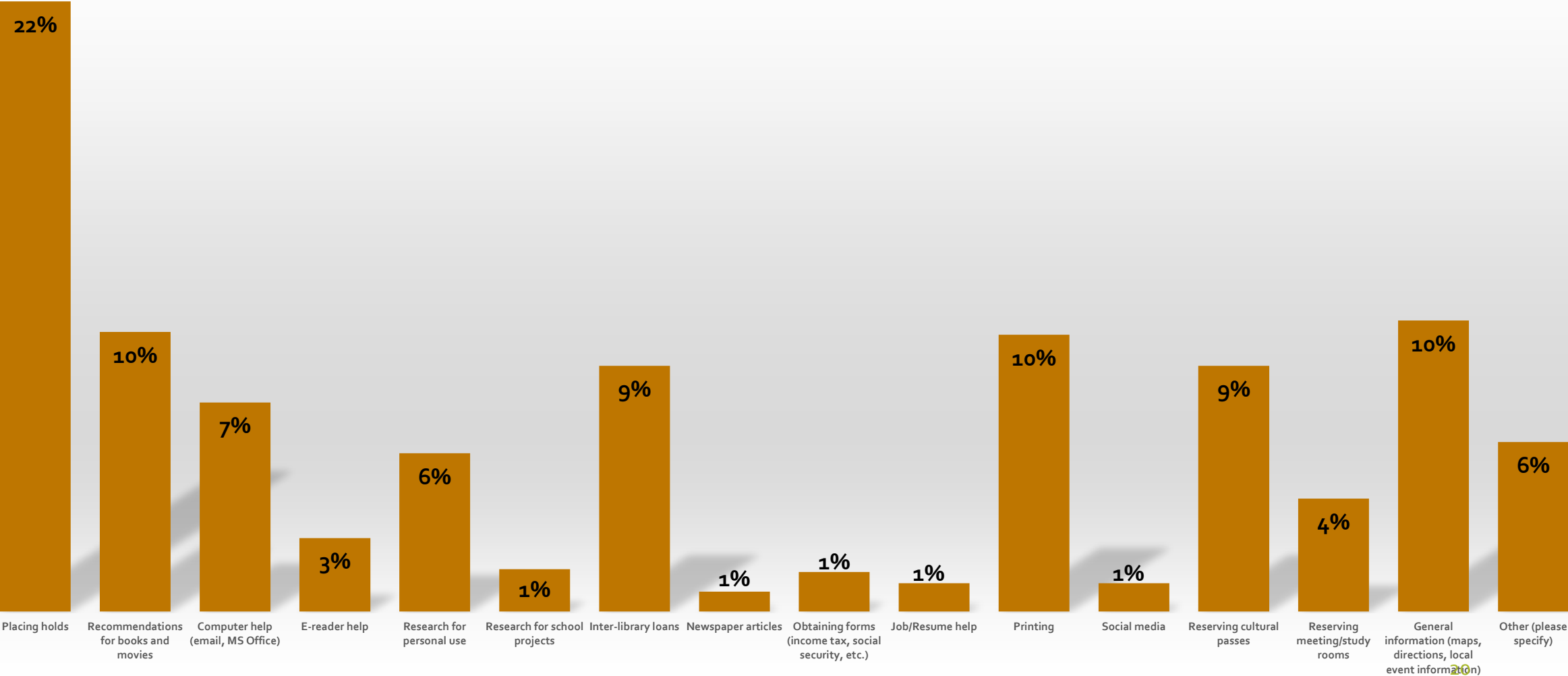
Check all materials you've used in the past year.



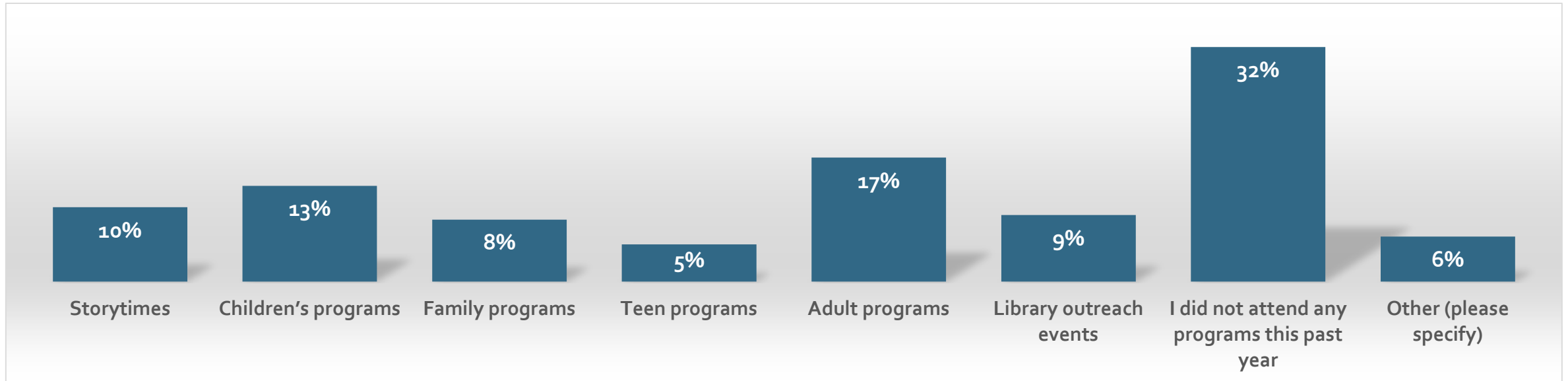
Check all the technology services you've used this past year.



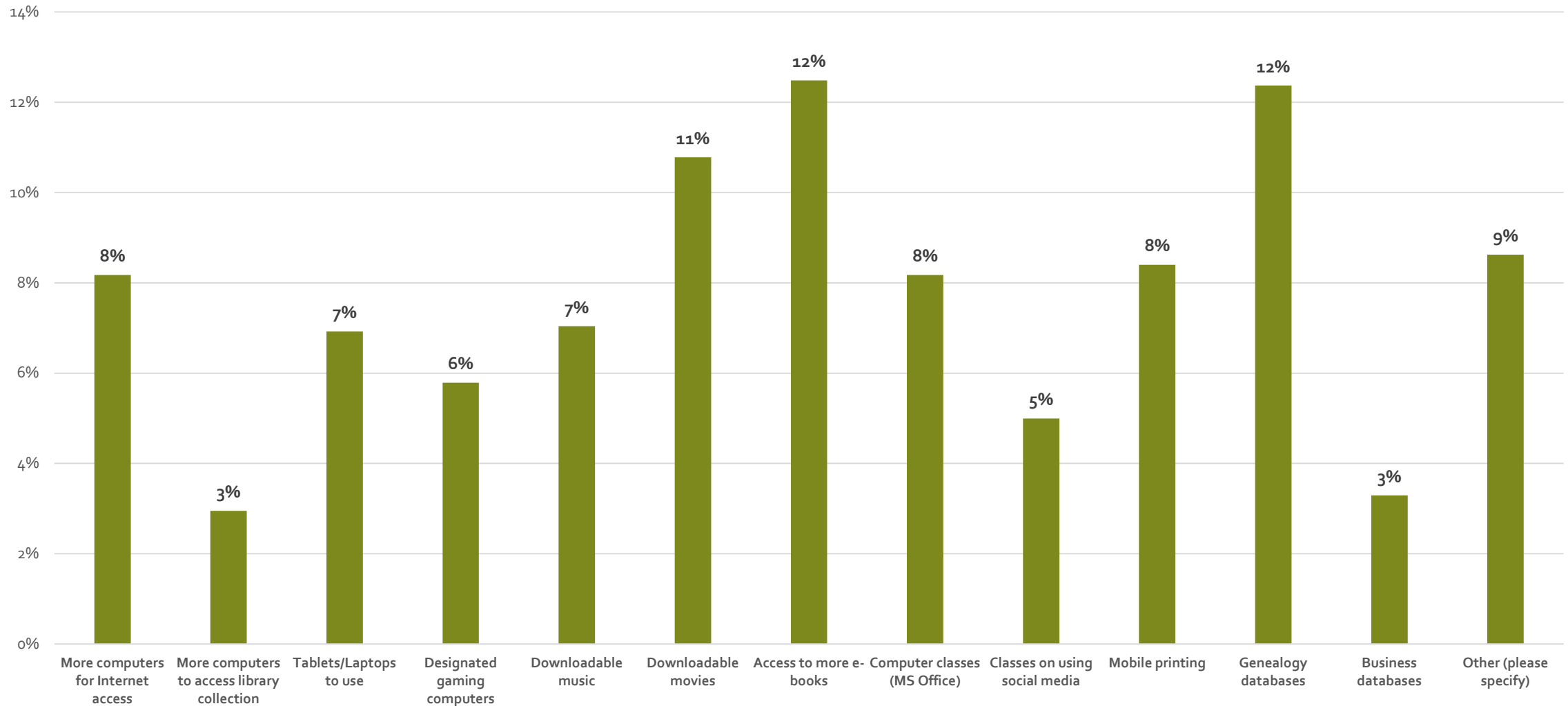
Check all the services library staff helped you with this past year.



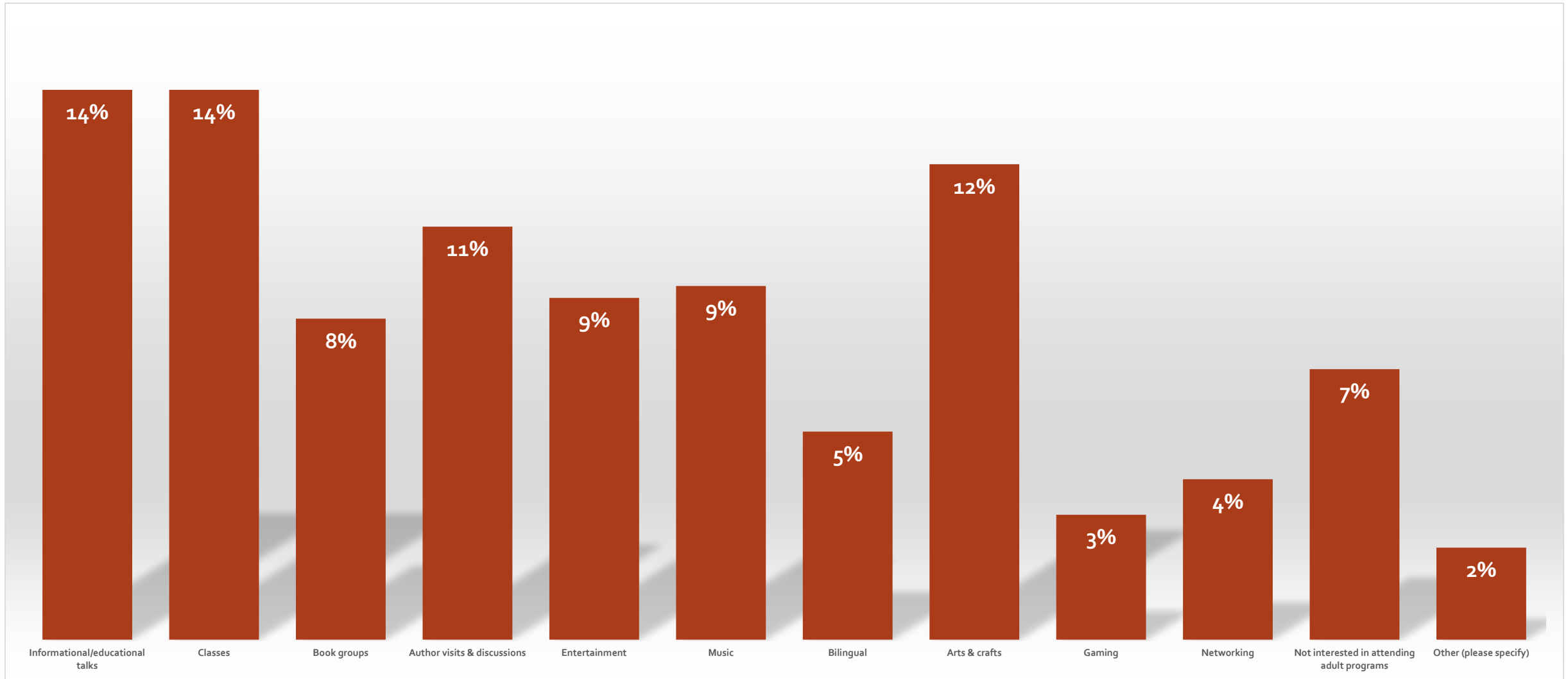
Check all the programs you attended this past year.



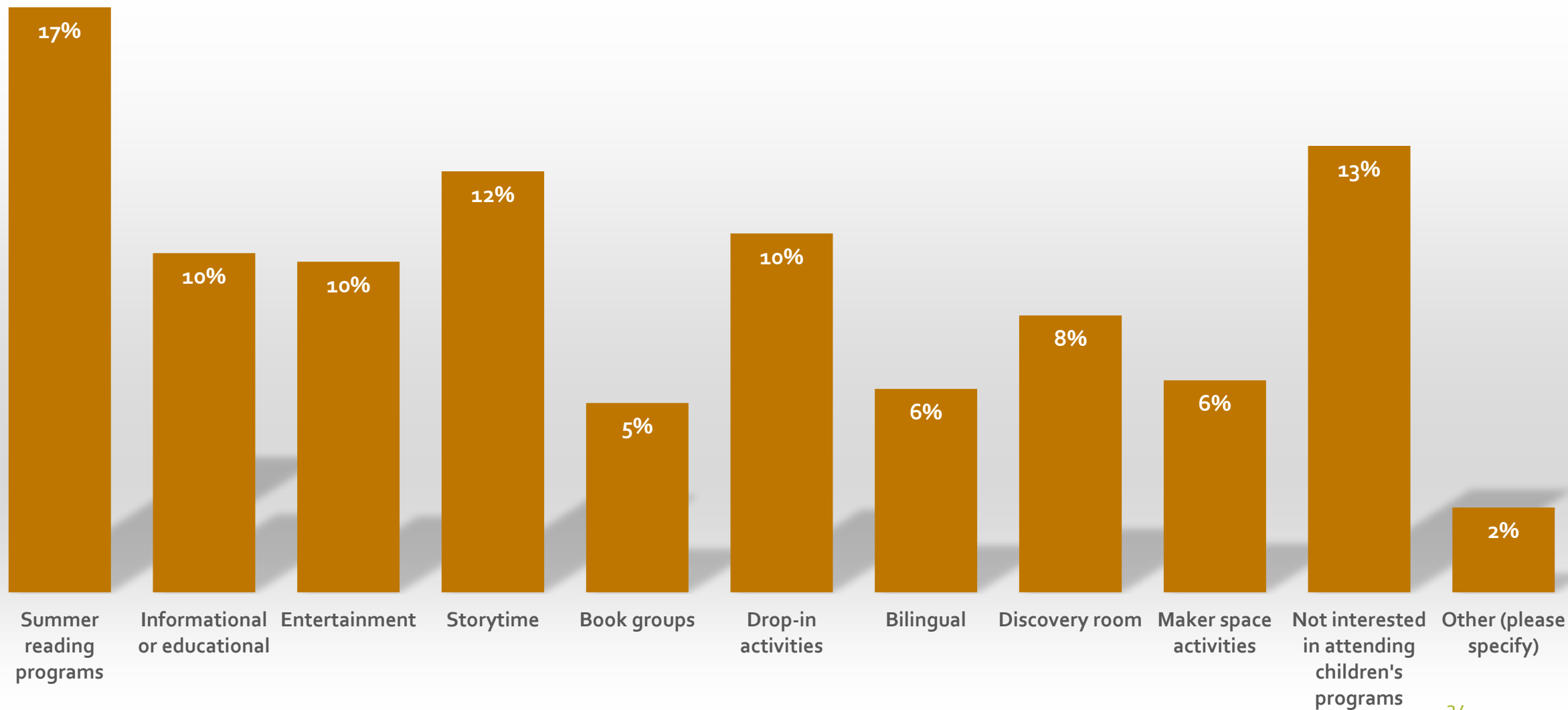
What technology improvements would you like to see at the library?



What adult programs are important to you?

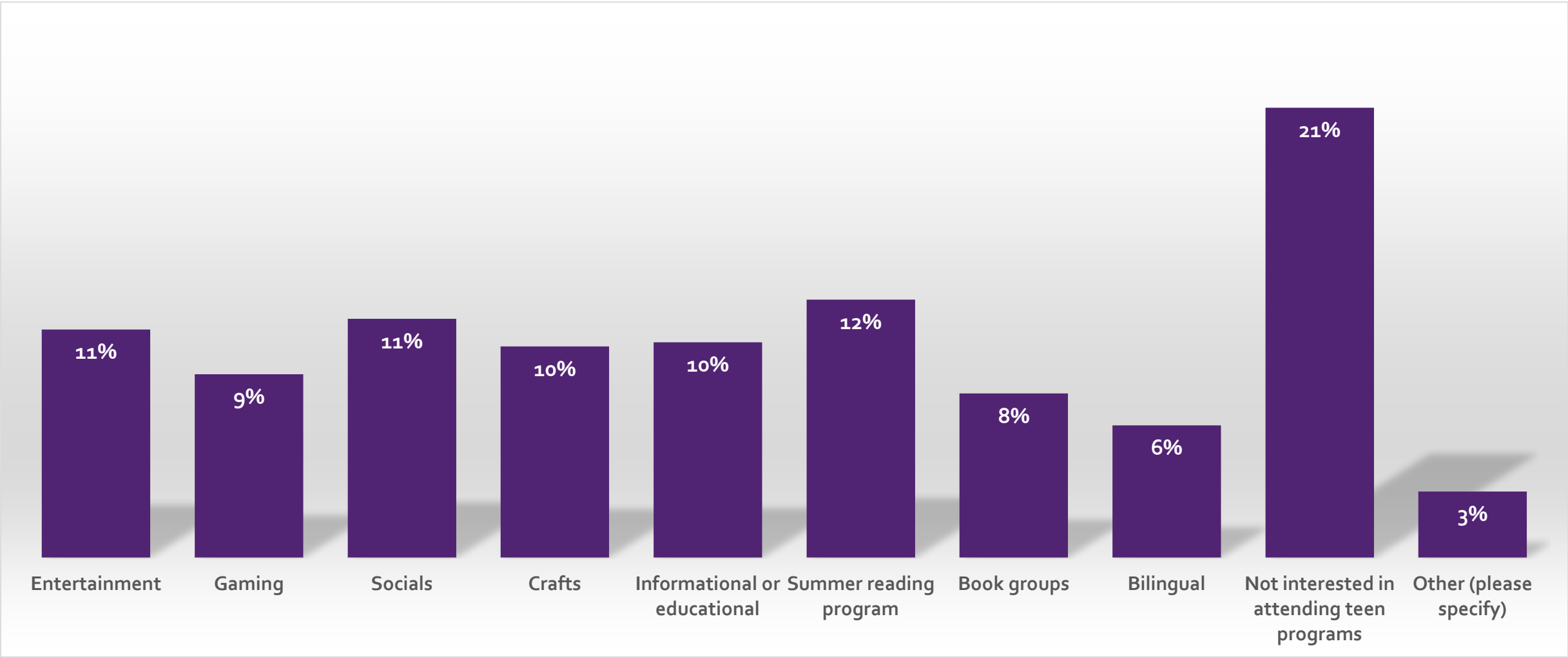


What children's programs are important to you?

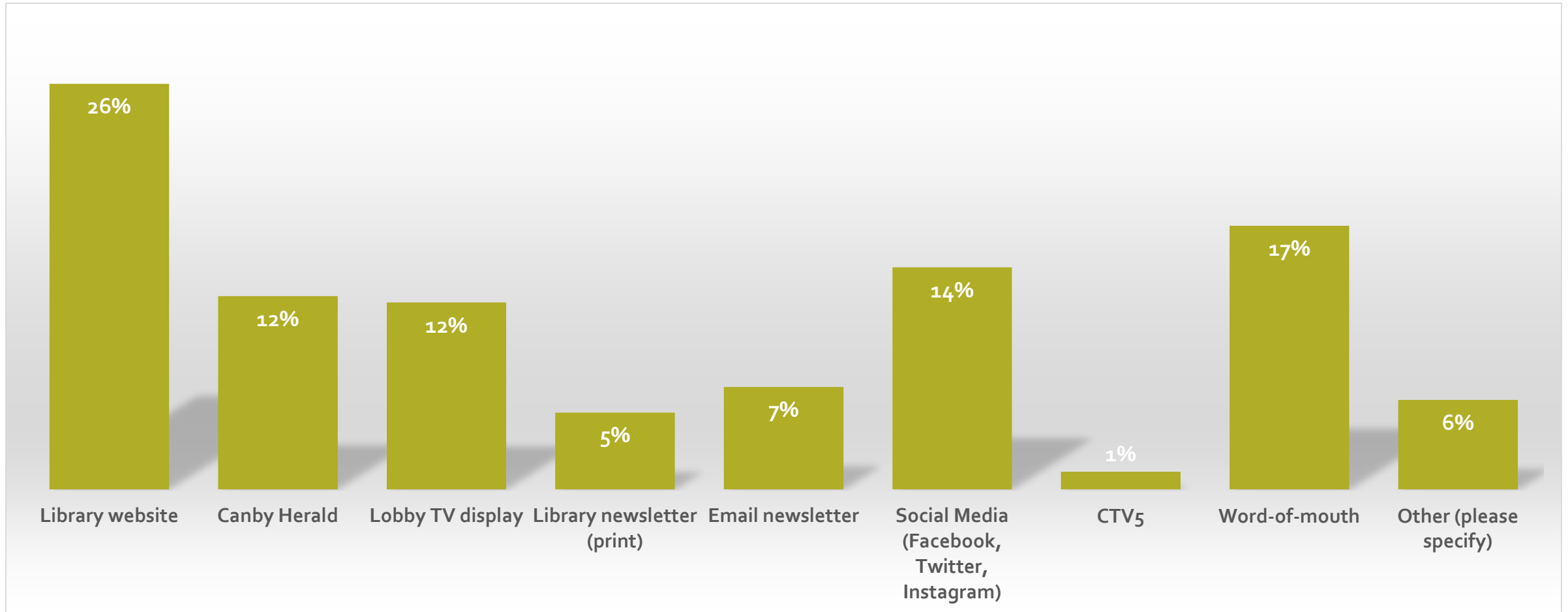


What teen programs are important to you?

Question 18



How do you find out about our library's services & events?



Thank you!

November 7, 2018

To: The Honorable Mayor Hodson and members of the Canby City Council
Subject: My upcoming retirement

In 2014 I was honored to be offered the Canby City Administrator position. During the past 4 years it has been my pleasure to work in this outstanding organization. I've learned much about Canby from each of you and from the many members of the Canby Community who actively engage in helping to shape the City's future. The passion with which you approach your responsibilities as elected leaders in the community and your dedication to maintaining a sense of Community during times of significant change have been examples of leadership that I've tried my best to embrace.

As an organization, Canby already had strong leaders in place when I arrived and it has been a pleasure to work with the City's outstanding dedicated administrative leadership staff. From day one your City staff and organizational leaders have supported your priorities and taught me the many important lessons so necessary to be successful in the organization and the community. I particularly would like to thank Amanda Zeiber, Kim Scheafer, and Joe Lindsay who have been constant sources of information and support. We are fortunate they have chosen to work in our Canby organization.

This will be my final year as Canby City Administrator. I will be retiring from public service effective October 31, 2019. I want to thank each of you for providing me this opportunity to work with you and to serve the residents of this wonderful community for the past four years, and look forward to completing my career in public service in Canby over the next 11½ months.

Thank you for this wonderful opportunity.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rick Robinson', with a stylized, flowing script.

Rick Robinson

Cc: Amanda Zeiber, Assistant City Administrator
Joe Lindsay, City Attorney
Kim Scheafer, City Recorder