Small Business Center Survey

1. Conference room with seating for up to 12 people

		Response Percent	Response Count
1		17.1%	6
2		8.6%	3
3		20.0%	7
4		8.6%	3
5		**45.7%**	**16**
		answered question	35
		skipped question	1

2. High-speed Internet connectivity

		Response Percent	Response Count
1		13.9%	5
2		5.6%	2
3		13.9%	5
4		0.0%	0
5		**66.7%**	**24**
		answered question	36
		skipped question	0

3. Color copier / printer

		Response Percent	Response Count
1		28.6%	10
2		8.6%	3
3		20.0%	7
4		20.0%	7
5		22.9%	8
	answered question		35
	skipped question		1

4. Audio / video equipment (projector, conference phone capability)

		Response Percent	Response Count
1		25.7%	9
2		17.1%	6
3		8.6%	3
4		14.3%	5
5		34.3%	12
	answered question		35
	skipped question		1
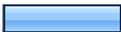
5. Technological training (website creation, QuickBooks training, etc.)

			Response Percent	Response Count
1			20.0%	7
2			22.9%	8
3			14.3%	5
4			17.1%	6
5			**25.7%**	**9**
			answered question	35
			skipped question	1

6. Individual PC workstations with MS Office suite software

			Response Percent	Response Count
1			**45.7%**	**16**
2			17.1%	6
3			22.9%	8
4			2.9%	1
5			11.4%	4
			answered question	35
			skipped question	1
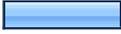
7. Notary service

		Response Percent	Response Count
1		**35.3%**	**12**
2		11.8%	4
3		17.6%	6
4		8.8%	3
5		26.5%	9
		answered question	34
		skipped question	2

8. Individual evening/afternoon classes and seminars (e.g., writing a business plan, tax questions, funding opportunities, business planning)

		Response Percent	Response Count
1		**31.4%**	**11**
2		14.3%	5
3		14.3%	5
4		11.4%	4
5		28.6%	10
		answered question	35
		skipped question	1

9. Networking events

		Response Percent	Response Count
1		20.0%	7
2		2.9%	1
3		22.9%	8
4		**28.6%**	**10**
5		25.7%	9
		answered question	35
		skipped question	1

10. One-stop licensing center (state, county, city licensing)

		Response Percent	Response Count
1		22.9%	8
2		8.6%	3
3		17.1%	6
4		8.6%	3
5		**42.9%**	**15**
		answered question	35
		skipped question	1

11. Separate voicemail line

		Response Percent	Response Count
1		**60.0%**	21
2		11.4%	4
3		17.1%	6
4		0.0%	0
5		11.4%	4
		answered question	35
		skipped question	1

12. What types of classes or workshops would you be most interested in attending?

	Response Count
	17
answered question	17
skipped question	19

13. What other services could be included that would be beneficial to your business?

	Response Count
	15
answered question	15
skipped question	21

14. Do you have any other suggestions?

	Response Count
	11
answered question	**11**
skipped question	**25**

Small Business Center Survey

SurveyMonkey

What types of classes or workshops would you be most interested in attending?	
	Response Count
	17
answered question	**17**
skipped question	**19**

	Q1. What types of classes or workshops would you be most interested in attending?	
1	None	May 9, 2014 12:33 AM
2	Quit wasting tax dollars.	May 8, 2014 9:23 PM
3	how to get permits or licenses to operate a business	May 8, 2014 12:50 PM
4	Social media for business, how to get started with websites.	May 6, 2014 2:52 PM
5	Quick books, legal filings, financing	May 1, 2014 5:09 PM
6	Social media, accounting and taxes, technology	Apr 30, 2014 4:49 PM
7	Low cost Marketing, branding, social media maintenance	Apr 30, 2014 1:59 PM
8	A guide to starting your business, how to stay compliant, maneuvering around legal roadblocks, The basics of business planning, operations & management for small businesses, lean practices, business lending 411, growing & expanding your business, reinventing your business model, social media marketing, marketing fundamentals, measuring strengths & weaknesses, etc	Apr 30, 2014 10:56 AM
9	Any business-related classes would be wonderful. Maybe you can work with SBA (SCORE) as a satellite location for some of the classes they offer downtown.	Apr 30, 2014 9:11 AM
10	Marketing, SEO, MailChimp	Apr 30, 2014 8:44 AM
11	How to create PDF files.	Apr 30, 2014 8:29 AM
12	Marketing, how to maximize the use of LinkedIn as a marketing tool, education related to staying current with technology in business	Apr 30, 2014 8:26 AM
13	legal issues around businesses (set up, compliance) Insurance needs Quickbooks	Apr 30, 2014 8:11 AM
14	Tax advantages for home based businesses SEO optimization	Apr 30, 2014 7:43 AM
15	Website Design	Apr 30, 2014 7:12 AM
16	Web creation, MS office training, quick books training, tax planning	Apr 30, 2014 6:33 AM
17	I'm probably more on the side of Teaching a class rather than attending... I'd be willing to help in that regard.	Apr 30, 2014 6:14 AM

Q1. What types of classes or workshops would you be most interested in attending?

Small Business Center Survey

![SurveyMonkey logo]

	Response Count
What other services could be included that would be beneficial to your business?	
	15
answered question	**15**
skipped question	**21**

Q1.	What other services could be included that would be beneficial to your business?	
1	Why are we providing these things to businesses? If they want to do business they should put these costs in their business plans. The city should not be paying!	May 9, 2014 12:33 AM
2	Quit wasting tax dollars.	May 8, 2014 9:23 PM
3	better traffic control from Sunset to Hwy 43	May 8, 2014 12:50 PM
4	Coordinated coffee and light catering support for events, shared admin support for scheduling meetings and greeting.	May 6, 2014 2:52 PM
5	resource list of local business support services	Apr 30, 2014 4:49 PM
6	1) Business Templates - specifically operating agreements, articles of incorporation, inventory, bookkeeping, excel spreadsheets, profit and loss, balance sheet, startup guides, workflow charts, policy & procedures, employee handbook templates, etc. 2) Coaching and Counciling specifically aimed at maximising profit, gaining market share, developing a positive culture for employees, developing a vision with business strategies that fit the business, etc.	Apr 30, 2014 10:56 AM
7	social media marketing technology-keeping up speakers bureau	Apr 30, 2014 10:41 AM
8	If you decided to offer workstations for classes and training, why not offer MAC workstation as well? Invite in guest speakers (successful business owners) from the Pacific Northwest to talk about their business and provide inspiration and support.	Apr 30, 2014 9:11 AM
9	Learning from other small businesses	Apr 30, 2014 8:44 AM
10	Advertising for local businesses and services.	Apr 30, 2014 8:29 AM
11	I have often thought that West Linn has a wealth of resources - countless people who are really great at what they do. It is always my preference to work with people from my own community first, but we often don't have ways to find one another. Maybe some resource could be created for local businesses that provides some way for people who are seeking services to connect with local business owners who are offering services. This could certainly serve the purpose of strengthening the entire community overall.	Apr 30, 2014 8:26 AM
12	Data entry and secretarial services.	Apr 30, 2014 8:25 AM
13	Space to put marketing material together	Apr 30, 2014 7:12 AM
14	Tax advice	Apr 30, 2014 6:33 AM
15	POWER OUTLETs! My opportunity to stop by the library is often after meeting and when laptop and phone are running low. Being able to run on AC determines IF I go to the library or home.	Apr 30, 2014 6:14 AM

Small Business Center Survey

Do you have any other suggestions?

	Response Count
	11
answered question	**11**
skipped question	**25**

	Q1. Do you have any other suggestions?	
1	If you are going to waste our money on this then it should not be in the library. I'm tired of the library being a community center. You can't even read a book in peace without listening to musicians and puppet shows.	May 9, 2014 12:33 AM
2	Quit wasting tax dollars.	May 8, 2014 9:23 PM
3	public transport in West Linn	May 8, 2014 12:50 PM
4	reduced red tape for sign approval etc	Apr 30, 2014 4:49 PM
5	Small, private meeting rooms would be nice, along with a larger conference room with presentation, webinar, & conference call capable equipment. Access to software like Adobe Creative Suite, Corel Draw, AutoCAD, etc. would also be a huge plus!	Apr 30, 2014 10:56 AM
6	set sliding scale for fees some may use only part time basis (4hours/2hours)	Apr 30, 2014 10:41 AM
7	I believe, small business owners using the resource center would bring their own laptop computers, as long as secure high-speed internet access is available onsite. In the age of mobile phones, I don't think a separate voicemail line would be necessary. Local businesses close-by provide black or color copies at a reasonable price, so why compete with them? Excellent idea to support West Linn businesses! Thanks.	Apr 30, 2014 9:11 AM
8	This is a great idea! Thanks for being so innovative and supportive of economic development in WL.	Apr 30, 2014 8:44 AM
9	The library is less convenient for me than the Willamette area to obtain any services.	Apr 30, 2014 8:25 AM
10	These are great idea, but it seems like they should be in conjunction with the Chamber of Commerce.	Apr 30, 2014 8:11 AM
11	This is a terrific idea. I drive to Tualatin library because they have conference rooms, power outlets and comfortable chairs. WIFI is important BUT I use my own because of security concerns... with there was a good answer... Good work Chris & Holly	Apr 30, 2014 6:14 AM