 **Macomb Library for the Blind &**

**Physically Handicapped @ CMPL**

Our goal at MLBPH @ CMPL is to provide you with excellent service. Please complete and return this anonymous survey before June 30, 2014, and let us know what you think. Thank you for your input!

You may:

* Complete the survey and fold it in half so the return address and free postage mark appear at the front of the fold. The survey can then be mailed as postage is already paid.
* Complete the survey over the phone by calling 586-286-1580 or toll free at 855-203-5274.
* Complete the survey online at: https://www.surveymonkey.com/s/mlbphsurvey

**1. How did you first learn about the Macomb Library for the Blind and Physically Handicapped (MLBPH) talking book service? Check all that apply.**

Friend or family member  
Physician  
Therapist or social worker  
School  
Senior center  
Senior residence staff person  
Flyer, newsletter, or other advertisement  
Don’t remember  
Other

**2. How frequently do you call the MLBPH?**

Daily  
Weekly  
Monthly  
Annually  
Never

* **What was the purpose of your most recent call? Check all that apply.**

Apply for service  
Order books, magazines, or described videos  
Ask for recommendations on what to read or view next  
Ask about my account  
Report a problem with the service  
Inquire about new services  
Inquire about a program  
Make a suggestion  
Just wanted someone to talk to  
Other

* **Overall how would you rate the service you received?**

Poor Fair Neutral Good Excellent

* **If you left a voicemail, how quickly was your call returned?**

Within the hour Same day Next working day Never

**3. How frequently do you visit the MLBPH @ CMPL in person?**

Once or twice a week  
Once or twice a month  
Once or twice a year  
Never

* **What was the purpose of your most recent visit? Check all that apply.**

Apply for service  
Check out MLBPH books or described videos  
Use the assistive technology computers   
Attend a program  
Report a problem with the service  
Inquire about new services or programs  
Make a suggestion  
Other

* **How would you rate the service you received in person?**

Poor Fair Neutral Good Excellent

**4. When you receive an MLBPH newsletter, do you read it?**

Yes  
Sometimes  
No  
I do not receive MLBPH newsletters

**5. If you receive audio or large print books from MLBPH, do you:**

Generally receive the types of books you like

Rarely receive the types of books you like

**6. Do you know that downloading books and magazines from BARD (the Braille and Audio Reading Download) is a service that is available to you?**

Yes  
No  
Not sure

* **If you have downloaded from BARD, how would you rate your experience with the service?**

Poor Fair Neutral Good Excellent

* **If you have not used BARD, please explain why. Check all that apply.**

No access to a high speed Internet connection  
Do not use computers or e-mail services  
Prefer to get books through the mail

**7. Are you aware that MLBPH offers training and/or assistance in using Assistive Technology?**

Yes  
No (please go to question 8)

* **Have you ever received Assistive Technology assistance or training through the MLBPH?**

Yes  
No

* **If yes, how would you rate your experience with the training service?**

Poor Fair Neutral Good Excellent

**8. Have you or a family member ever visited the MLBPH website?**

Yes  
No

**9. How would you rate your overall experience with MLBPH @ CMPL?**

Poor Fair Neutral Good Excellent

**10. Would you recommend MLBPH services to friends and family members?**

Yes  
No

**11. If you were to attend a program at the Library, what days and times would be most convenient? Check all that apply.**

Weekday mornings  
Weekday afternoons  
Weekday evenings  
Weekend mornings  
Weekend afternoons  
I am unable to come to the library