 **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