



Ann Arbor District Library
343 S. Fifth Ave. • Ann Arbor, MI 48104

Washtenaw Library for the Blind and Physically Disabled @ AADL

Website • wlbpd.aadl.org
Email • wlbpd@aadl.org
Phone • 734.327.4224

Our goal at WLBDP is to provide you with excellent service!

To help us know how we may better serve you, please complete and return this anonymous survey before **November 14, 2014**.

You may complete the survey:

- and return it using the enclosed pre-addressed envelope (no postage necessary)
- online at <http://wlbpd.aadl.org/survey2014>
- over the phone by calling **(734) 327-4224**

1. How did you initially come to learn about the National Library Services for the Blind & Physically Disabled, talking book services, or the WLBDP @ AADL? Check all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Friend or family member | <input type="checkbox"/> Low vision support group |
| <input type="checkbox"/> Library | <input type="checkbox"/> Senior center or residence |
| <input type="checkbox"/> Physician | <input type="checkbox"/> Flyer, newsletter or ad |
| <input type="checkbox"/> Therapist or social worker | <input type="checkbox"/> Don't remember |
| <input type="checkbox"/> School | <input type="checkbox"/> Other _____ |

2. How would you rate your overall experience with WLBDP @ AADL?

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Poor | Fair | Neutral | Good | Excellent |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

3. Would you recommend WLBDP services to friends and family members?

- Yes
 No

4. In addition to receiving WLBDP services, do you also have an Ann Arbor District Library card?

- Yes
 No

If you answered yes, please check one:

- I had an AADL card prior to applying for WLBDP services
- I applied for an AADL card while, or after, applying for WLBDP services

5. How frequently do you visit the library (any location) in-person?

- Daily
- Weekly
- Monthly
- Annually
- Never

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

- Apply for service
- Check out WLBDP books or described videos
- Check out AADL books, music, videos, or unusual items
- Hang out or meet-up with friends
- Use the public computers
- Use the Assistive Technology Lab
- Attend a program
- Report a problem or make a suggestion
- Inquire about new services or programs
- Other _____

How would you rate the service you've received in-person?

- Poor Fair Neutral Good Excellent
-

6. How frequently do you call the WLBDP @ AADL?

- Daily
- Weekly
- Monthly
- Annually
- Never

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

- Inquire about or 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
- Inquire about new services
- Inquire about a program
- Make a suggestion
- Just wanted someone to talk to
- Other _____

How would you rate the service you've received by phone?

- Poor Fair Neutral Good Excellent
-

7. If you email WLBDP @ AADL, how would you rate the service you've received by email?

- Poor Fair Neutral Good Excellent
-

8. When you receive a WLBDP mailing, do you read it?

- Yes
- Sometimes
- No

9. How would you rate your experience with the Digital Talking Book Machine?

- Poor Fair Neutral Good Excellent
-

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

- Yes
- No

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

- Poor Fair Neutral Good Excellent
-

11. Are you able to read large print?

- Yes
- Sometimes. It depends on how large and/or the contrast.
- No, but I have someone available to read printed items that I am otherwise unable to read.
- No

Are you aware that as a WLBDP patron, you are also eligible to receive Large Print Books-By-Mail as Free Matter for the Blind?

- Yes
- No

If you are receiving this service, how would you rate your experience?

- Poor Fair Neutral Good Excellent
-

12. Are you aware that the Downtown Ann Arbor District Library has a lab equipped with assistive technology equipment?

- Yes
- No

13. Which of the following types of technology are you using or might be likely to use? Check all that apply.

- Macintosh computer/laptop
- Other Mac products: iPhone, iPad, iPod Touch, etc.
- Personal Computer (PC) or laptop (Window's based)
- Android products: smartphone, smartwatch, etc.
- Text-to-speech software
- Closed-circuit television magnifier
- Braille embosser/printer
- Braille display
- Hand-held magnifiers
- None of these
- Other

14. Are you aware that the WLBDP offers training and/or assistance in using assistive technology?

- Yes
- No

Have you ever received technology assistance and/or training through the WLBDP?

- Yes
- No

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

- Poor Fair Neutral Good Excellent
-

15. Have you or a family member ever visited the WLBDP website at wlbpd.aadl.org?

- Yes
- No

Comments and suggestions:
