

## WLBDP Patron Survey 2014

### Summary

The WLBDP Patron Survey, mailed to all (464) active WLBDP patrons in late 2014, was created to measure value and effectiveness of WLBDP@AADL services so that based on the findings, WLBDP may make efficient and meaningful improvements. The survey was also in compliance with 2011 NLS Revised Standards and Guidelines of Service, requiring (Section 8 sub-section 8.3) that "Network libraries shall develop and implement methods for evaluating patron satisfaction at least every 3 (three) years. When patron satisfaction is evaluated, the results shall be used to improve services."

### Survey Data Collection

- A Fall 2014 WLBDP@AADL mailing announced the survey in advance.
- Large print hardcopy surveys were mailed to all active WLBDP patrons in November.
- Patrons, if needed, were provided the opportunity to have a staff person assist them in completing the survey over the phone on his/her behalf.

### Survey Completions

- In total, 137 surveys were completed for a 30% response rate. Of the 137, only 3 were completed online. The remaining 134 were returned by mail.

### Survey

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

Response	Count	Percent*
Friend or family member	44	32%
Library	38	28%
Physician	11	8%
Therapist or social worker	17	12%
School	11	8%
Low vision support group	15	11%
Senior center or residence	16	12%
Flyer, newsletter, or other ad	3	2%
Don't remember	8	6%
Other...	6	4%
Total responses received	169	

Other...	Count
Blank	1
Center for Independent Living	2
Commission for the Blind	1
Macular degeneration	1
Michigan Association for the Blind	1

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

Response	Count	Percent
Poor	0	0%
Fair	3	2%
Neutral	4	3%
Good	41	30%
Excellent	87	64%
Total responses received	135	99%**

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

Response	Count	Percent
Yes	133	97%
No	4	3%
Total responses received	137	100%

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

Response	Count	Percent
Yes	95	70%
No	41	30%
Total responses received	136	100%

**If you answered yes, please check one.**

Response	Count	Percent
I had an AADL card prior to applying for WLBPD services	56	65%
I applied for an AADL card while, or after, applying for WLBPD services	30	35%
Total responses received	86	100%

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

Response	Count	Percent
Daily	3	2%
Weekly	14	11%
Monthly	23	18%
Annually	33	25%
Never	57	44%
Total responses received	130	100%

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

Response	Count	Percent
Apply for service	4	3%
Check out WLBPB books or described videos	19	16%
Check out AADL books, music, videos, or unusual items	29	24%
Hang out / meet up with friends	5	4%
Use the public computers	10	8%
Use the Assistive Technology Lab	7	6%
Attend a program	16	13%
Report a problem with the service	4	3%
Inquire about new services or programs	6	5%
Other...	21	17%
Total responses received	121	99%*

Other...	Count
Accompany daughter and great grandson	1
Attend a meeting	1
Check out equipment, buy cards and usb cables	1
Deliver gift of gratitude to people who run the program	1
Exchange cassette player	1
Exhibit	1
Friends of the Library book sales and storytime	2
Genealogical research; historical research	1
Helen Keller display	2
I call by phone	1
Info	2
Meet staff	1
Read	1
Received help using BARD	1
Return equipment/leave requests	3
To purchase books for gifts from sale books in library	1

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

Response	Count	Percent
Poor	0	0%
Fair	0	0%
Neutral	2	3%
Good	22	29%
Excellent	52	68%
Total responses received	76	100%

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

Response	Count	Percent
Daily	0	0%
Weekly	9	7%
Monthly	47	37%
Annually	41	32%
Never	30	24%
Total responses received	127	100%

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

Response	Count	Percent
Inquire about or apply for service	18	11%
Order books, magazines, or described videos	68	41%
Ask for recommendations on what to read or view next	17	10%
Ask about my account	14	8%
Report a problem	18	11%
Inquire about new services	5	3%
Inquire about a program	8	5%
Make a suggestion	7	4%
Just wanted someone to talk to	3	2%
Other...	7	4%
Total responses received	165	99%*

Other...	Count
Has husband call	1
Help with new accessible technology I purchased	1
How to download talking books over internet to use on digital reader	1
Mechanical problem	1
My daughter phoned about WLBDP services	1
Only if a resident has a problem	1
To fill out survey	1

**How would you rate the service you received by phone?**

Response	Count	Percent
Poor	0	0%
Fair	1	>1%
Neutral	3	3%
Good	25	23%
Excellent	80	73%
Total responses received	109	99%*

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

Response	Count	Percent
Poor	0	0%
Fair	2	7%
Neutral	3	11%
Good	6	21%
Excellent	17	61%
Total responses received	28	100%

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

Response	Count	Percent
Yes	90	68%
Sometimes	32	24%
No	9	7%
Total responses received	131	99%*

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

Response	Count	Percent
Poor	0	0%
Fair	4	3%
Neutral	3	2%
Good	32	26%
Excellent	85	69%
Total responses received	124	100%

**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?**

Response	Count	Percent
Yes	79	65%
No	43	35%
Total responses received	122	100%

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

Response	Count	Percent
Poor	1	3%
Fair	0	0%
Neutral	2	6%
Good	10	29%
Excellent	22	63%
Total responses received	35	101%*

**11. Are you able to read large print?**

Response	Count	Percent
Yes	58	47%
Sometimes. It depends on how large and/or the contrast.	28	23%
No, but I have someone available to read printed items that I am otherwise unable to read.	22	18%
No	16	13%
Total responses received	124	101%*

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

Response	Count	Percent
Yes	76	67%
No	38	33%
Total responses received	114	100%

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

Response	Count	Percent
Yes	55	50%
No	56	50%
Total responses received	111	100%

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

Response	Count	Percent
Macintosh computer (desktop or laptop)	15	7%
Other Mac products: iPhone, iPad, iPod Touch, etc.	22	10%
Personal computer (PC) or laptop (Window's based)	47	21%
Android products: smartphone, smartwatch, etc.	12	5%
Text-to-speech software	19	9%
Closed-circuit television magnifier	12	5%
Braille embosser/printer	5	2%
Braille display	4	2%
Hand-held magnifiers	40	18%
None of These	35	16%
Other...	10	5%
Total responses received	221	

Other...	Count
BARD	1

Book player	1
Didn't specify	1
Digital player	1
Doesn't understand technology but might use at home	1
Tablet for e-books	1
Non-glare lamp	1
Phone	1
Speech-to-text-on phone for email; can't spell	1
Victor reader (commercial book player)	1

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

Response	Count	Percent
Yes	63	50%
No	63	50%
Total responses received	126	100%

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

Response	Count	Percent
Yes	22	18%
No	103	82%
Total responses received	125	100%

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

Response	Count	Percent
Poor	1	3%
Fair	0	0%
Neutral	1	3%
Good	11	31%
Excellent	22	63%
Total responses received	35	100%

**15. Have you or a family member ever visited the WLBDP website at [wlbpd.aadl.org](http://wlbpd.aadl.org)?**

Response	Count	Percent
Yes	43	36%
No	77	64%
Total responses received	120	100%

\*Based on the total number of respondents.

\*\*Totals may not equal 100% because of rounding.

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## Survey Comments and Suggestions

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Comments referencing personal information or pertaining to specific account issues have been omitted.

- I wish the digital player would accept 64 gig flash drives and books could be deleted using the actual player instead of a computer when using a thumb drive.
- Your technology teacher *[name redacted]* knows the technology well, and is pleasant personally. However he has room for improvement in his one-on-one teaching skills.
- #6 *[How frequently do you call the WLBDP @ AADL?]* Add quarterly, semi annually
- Thank you so much for your prompt and courteous attention. I am reading the first book and will eagerly listen to the following after completion. #5 *[How frequently do you visit the library (any location) in person?]* Rarely. #6 *[How frequently do you call the WLBDP @ AADL?]* Not yet. #10 *[Do you know that downloading books and magazines from BARD is a service that's available to you?]* No computer.
- The downtown library is not accessible to me. I am 93 years old and blind. The talking books are a lifeline.
- Shortly after speaking with the library representative I received my digital player and since then I have been a happy customer. Whenever I order digital tapes I usually receive the tapes in the mail in a timely fashion. Thank you for your services.
- 1) One visit was to turn in a malfunctioning digital player. We received another unit in exchange. 2) My husband phones my requests for books on cartridges. 3) I will be 90 in Feb. 2015.
- Thank you. So appreciate your services- made my life MUCH BETTER. Waiting for catalogue for available book tapes.
- Would like more old westerns to listen to.
- Thank you so much for providing this service. I wish I had more free time so I could listen to more tapes, but I also try to take care of my husband. We both appreciate all you do for us. Have a nice holidays coming up.
- Excellent service for my needs. Hogback Rd. facility was great. Can't get out anymore.
- Thank you so much! Our residents really enjoy Books on tape. *[Name of senior residence/patron redacted]*.
- We are very happy with the WLBDP experience, and have always had pleasant people to contact.
- *[Two staff members' names redacted]* are especially helpful. Thank you all! :)
- Keep up the good work and excellent service!
- I am new with this WLBDP system or service. I like the offers for training and assistance in using assistive technology. I use other library but I will use downtown Ann Arbor District Library because it has a lab equipped with assistive technology equipment.
- Service-talking book has been great. Occupies time and entertains. Always loved to read, but books are to difficult now even with CCTV-Excellent!
- Thank you for coming to Silver Maples to speak to your residents-they were impressed. *[Name of patron redacted]* has signed up because of your talk and, hopefully, more did.
- Whenever I call, the service is always excellent. They are really helpful.
- It seems that my mother rarely (50% of the time) receives books/CDs that she orders. It would be nice to get books she wants, even if many months later.
- We love the service we've received by way of the phone and US postal service. Both are prompt and courteous.
- I am closer to the Chelsea District Library- at times check out play their cassette tapes.
- The books mean a lot to me. Almost all of the narrators are excellent and since I'm disabled and have difficulties getting there (AADL) it really helps.
- Keep up the good work and excellent service!
- Books I have asked for were emailed saying they would be coming- but they didn't. I gave up trying.
- Thank you. We love you. You are doing a great job.
- We are a senior living community. We would like to receive information about BARD. *[Name of senior residence/patron redacted]*.
- Everyone I have ever talked to there has always been great. The BARD service is terrific and the DB reader is heaven! Thank you all for everything!

- I really appreciate all the service I receive. I'm sorry I cannot write well because I cannot see... I'm 98 years old.
- I have a nook. The person at desk did not know how to download. I'm still interested. Need a lot of downloadable history/fiction books. I have been too busy to look at the website, but will soon. I am interested in receiving large print books by mail, and learning more about the AT lab.
- Sometimes no one is at the Books for the Blind. A librarian answers, this person tries to be helpful, but doesn't really know about things. Do you realize that I have a hard time filling out forms? I really appreciate this service!
- *[Name of patron redacted]* would be interested in getting assistance with Technology Assistance Program. If you have written information available, she would like to receive it.
- Sometimes I call, and the main library desk answers and takes a message, and it doesn't get passed on to wlbpd.
- I wish you would not send so many books at once. I am very happy with the service. Thank you
- I love this service and I find it excellent in every way. And am so grateful for such services to be provided.
- I am physically disabled and cannot get to the library. I have used your audio books but would like to see movies. I can use large print books sometimes but I also use audio books. Is it possible to see movies?
- This is the best service! It has enhanced my life. The people who are at AADL are fabulous!
- Happy with service.
- I really enjoy getting the talking books. Thank you.
- I appreciate the talking books sent to me. I listen to them daily.
- Very happy with service.
- At the age of 96 years I don't get out to public places very often. Appreciate this service. Returning machine- it is loud enough but can't understand the readers. Would like to continue with large print books.
- We used the service for my son while he was attending school with a reading disability and hearing issues. After his was not needed I discovered because I have MS I qualified and have continued service. Love everything about the service, as the disease worsens will use more than I do now, but I am thankful for everything. Keep up the great work all staff has been very helpful. At this point I am using books on recording, and checked out larger print books. Have also used BARD. :)
- I am blessed to have a very techy engineer husband to help me and others.
- Miss the variety of programs offered by the original WLBDP, which were promised to continue, and are no longer available. Also new programs promised never happened. Programs need to be held during daylight and not on weekends.
- *[Staff member's name redacted]* is a wonderful helper when I call.
- Keep up the good work!
- I am a long term resident here at Glacier Hills Rehabilitation Center and truly enjoy the Talking Books. I find them informative & relaxing. Thank you for this wonderful service.
- 1. My ipad's incoming mail etc. is light gray and lacks contrast. Could you change your print to bold black and white and work with apple to provide this? 2. The book reader, talking book machine, is black. Would be so much better in white. 3. The BARD search engine is inefficient and doesn't search well enough. I know these are not locally controlled. Perhaps you could pass the comments along.
- When I called for help on downloading books on BARD it was very helpful to have someone at the AADL first walk me through the process and then send me printed instructions via email so that I could download titles independently.
- Lest you think I am an intellectual neophyte, I have a doctorate in English Language and Literature from the University of Michigan. I was denied a high school education. At age 35 I entered a remedial program for high school dropouts to earn needed credits. I was urged to enter college. Frightened to death I entered EMU and graduated in 4 years with 2 majors, summa cum laude. I then entered UM and earned a masters degree and a doctorate in English Lang and Lit. Even at this late date I thought for 20 years. On this "journey" I accumulated quite a library in my home- all the reading I could want- paperback library upstairs hardbound downstairs. Now at age 85, macular degeneration. No driving, no independence! No writing (this is terrible), no painting. This is a blow. I appreciate my life, my daughter, and all you can do for me.

- Would like to come in and have someone show me how to do BARD. Staff is extremely pleasant to talk to on phone.
- I have almost totally switched to audiobooks since the digital books are far behind new publications. They do have, however, older books by authors so you can catch up on a series or author you find you enjoy.
- I don't like automatically getting books sent to me. They seem so random. Thanks.
- Enjoy the variety of books I receive. Listen to some books I would not have chosen.
- Not everybody who uses your services are blind. There are also dyslexic people. How about addressing their needs? I've never seen any mention of them in your newsletter or any programs for them.
- Searching the catalog is tedious the way it is set up. I would hope that BARD could work out a better way to search their catalog. If searching author or title, you have to guess on which page the specific name you are searching for will be. This is true at least for searching on my ipad.
- I might utilize the services more if you had more publicity about them. Note: we just read the latest newsletter which did give a good overview of your services.
- Current Equipment Problems: My digital machine will no longer take a charge. Also, the plug falls out of the wall. Could you send me a new one/refurbished one and then I could return the one I have for repairs. Also, the regular headset I had wore out long ago. Can I get a new one? I will also return the large very nice ones you sent because I get a headache when I try to use them. I have tried to adjust them but they remain too tight. Thank you.
- I appreciate the tapes I receive, especially now that it is hard to read. Thank you so much.