**WLBPD @ AADL Survey**

Our goal @ WLBPD is to provide you with excellent service. Please complete and return this anonymous survey before **April 11, 2012**, and let us know what you think.

Top of Form

How did you initially come to learn about the National Library Services for the Blind and Physically Disabled, talking book services, or the WLBPD @ AADL? 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...

How frequently do you visit the WLBPD @ AADL in person?

Daily

Weekly

Monthly

Annually

Never

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

Apply for service

Check out WLBPD books or described videos

Check out AADL materials

Hang out / meet up with friends

Use the public computers

Use the Assistive Technology Lab

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

How frequently do you call the WLBPD @ AADL?

Daily

Weekly

Monthly

Annually

Never

What was the purpose of your 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...

How would you rate the service you received by phone?

Poor

Fair

Neutral

Good

Excellent

How frequently do you email the WLBPD @ AADL?

Daily

Weekly

Monthly

Annually

Never

What was the purpose of your email? 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...

How would you rate the service you received by email?

Poor

Fair

Neutral

Good

Excellent

When you receive a WLBPD newsletter, do you read it?

Yes

Sometimes

No

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

Poor

Fair

Neutral

Good

Excellent

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

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

Poor

Fair

Neutral

Good

Excellent

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 WLBPD patron, you are also eligible to receive Large Print Books-By-Mail as Free Matter for the Blind?

Yes

No

If yes, how would you rate your experience?

Poor

Fair

Neutral

Good

Excellent

Are you aware that the Downtown Ann Arbor District Library has a lab equipped with Assistive Technology equipment?

Yes

No

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

Kurzweil 1000 text-to-speech and text-to-Braille Scanning Station with a Braille embosser

JAWS text-to-speech software

Closed-circuit television

Mac station

IntelliKeys

Elevator tables

None of these

Are you aware that the WLBPD offers training and/or assistance in using Assistive Technology?

Yes

No

Have you ever received Assistive Technology assistance and/or training through the WLBPD?

Yes

No

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

Poor

Fair

Neutral

Good

Excellent

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

Yes

No

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

Poor

Fair

Neutral

Good

Excellent

Would you recommend WLBPD services to friends and family members?

Yes

No

Comments and Suggestions



Bottom of Form