

Our goal at WLBPD 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**](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 WLBPD @ AADL? Check all that apply.**

□ Friend or family member

□ Library

□ Physician

□ Therapist or social worker

□ School

□ Low vision support group

□ Senior center or residence

□ Flyer, newsletter or ad

□ Don’t remember

□ Other

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

Poor Fair Neutral Good Excellent

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

□ Yes

□ No

1. **In addition to receiving WLBPD 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 WLBPD services

□ I applied for an AADL card while, or after, applying for WLBPD services

1. **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 WLBPD 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

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1. **How frequently do you call the WLBPD @ 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

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1. **If you email WLBPD @ AADL, how would you rate the service you’ve received by email?**

Poor Fair Neutral Good Excellent

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1. **When you receive a WLBPD mailing, do you read it?**

□ Yes

□ Sometimes

□ No

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

Poor Fair Neutral Good Excellent

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1. **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

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1. **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 you are receiving this service, how would you rate your experience?**

Poor Fair Neutral Good Excellent

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

□ Yes

□ No

1. **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

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

□ Yes

□ No

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

□ Yes

□ No

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

Poor Fair Neutral Good Excellent

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

□ Yes

□ No

**Comments and suggestions:**