

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

 ○ ○ ○ ○ ○

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

 ○ ○ ○ ○ ○

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

 ○ ○ ○ ○ ○

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:**