

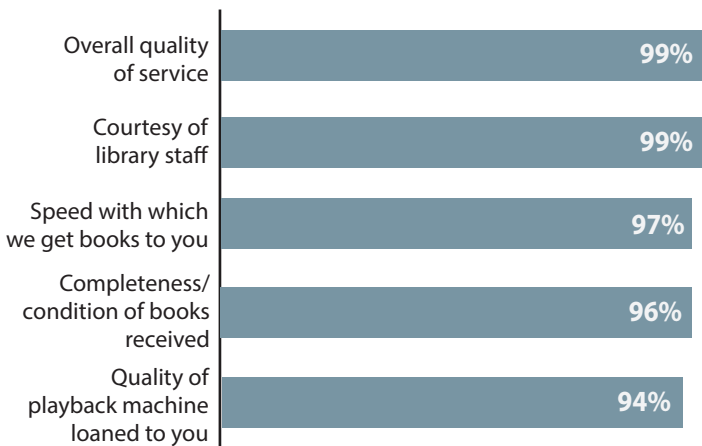
# CTBL Patron Satisfaction and Status Report



The Colorado Talking Book Library (CTBL) provides free library services to Coloradans of all ages who are unable to read standard print materials because of physical, visual, or learning disabilities. CTBL serves more than 6,500 active individual patrons and 500 organizations and has at least one patron in every county in Colorado. The CTBL patron satisfaction survey is distributed to an age-stratified sample of patrons every 18 months. Below are highlights from the 2014 survey as well as other year-end statistics.

## Patron Satisfaction Survey, 2014

More than 9 in 10 CTBL survey respondents rated these services as **“excellent”** or **“good.”**



In fact, patron ratings of “excellent” and “good” for all 9 surveyed service components have never dipped below an 80% average since the survey began.

When asked about personal outcomes, most CTBL patrons said they like to **read for pleasure.**

The top 3 personal outcomes include:



More older CTBL patrons are using social media:



## 2015 Service Highlights\*

\*July 2014 to June 2015

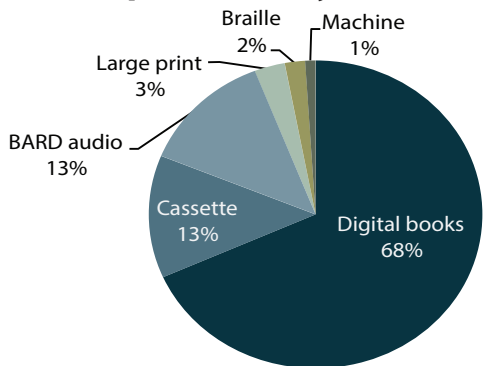
### The Collection

**727,098** physical items circulated in and out and **57,287** digital downloads.

That's **112** items in and out, and **9** downloads, for every individual patron!

Total collection: **143,011** unique titles, **5,823** of which were added this year!

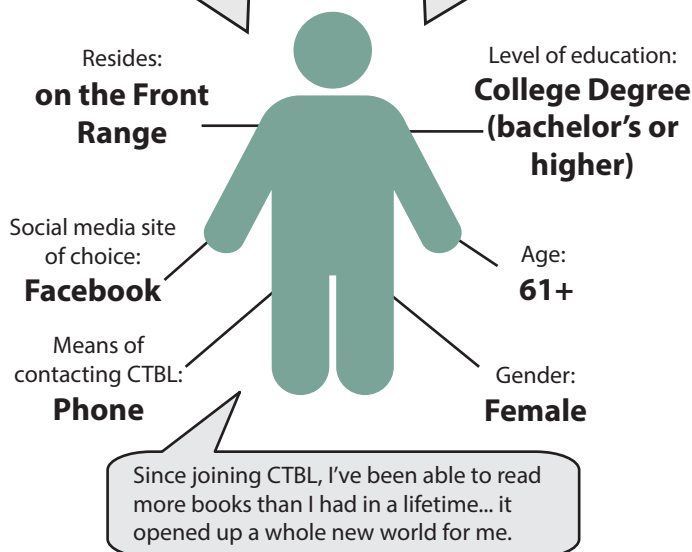
### Top formats by circulation



### The Average CTBL Patron

I LOVE how simple you make the process of becoming a member... Your staff is always so professional and helpful, kind and courteous.

Ever since my wife and I started listening to book[s] together it's become our special time together...it keeps me in touch with the written word.



## Staff and Volunteers are Vital to CTBL

### In 2015, CTBL...

- ▶ received and answered **30,563** phone calls
- ▶ assisted **598** patron walk-ins
- ▶ received and answered **1,315** emails
- ▶ repaired **2,640** machines

### CTBL has its own sound studio for recording audio books...



First, volunteers are trained to be a reviewer. Later, they can become a sound board monitor or audition to be a narrator.

This three-person team works together to convey, record, and master an audio recording.

In 2014, CTBL volunteers created **97** new titles in the studio.

