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. The CTBL patron satisfaction survey has been regularly distributed to an age-stratified sample of patrons since 2004. Below are highlights from the 2016 survey, as well as other year-end statistics.

Patron Satisfaction Survey, 2016

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



Overall quality of service



library staff



Quality of playback machine loaned to you



Completeness/condition of books received



Ease of contacting library staff

CTBL serves...

More than 6,200

active individual patrons

Every county

in Colorado

More than

organizations

Most CTBL patrons said they use the library to read for pleasure.

The top 3 personal outcomes include:



nleasure 84%



Keeps my mind active

Continue my

hobby of reading

84%

The Average CTBL Patron

You saved my sanity, my life, when I found myself unexpectedly 75% blind. An avid reader, that was my first and biggest concern.

on the Front Range Social media site of choice:

Resides:

Facebook Means of

contacting CTBL: Phone

Age: 61+ Gender: Female

I feel blessed to have Talking Level of education: Books. At the end of a day I College Degree can hardly wait to turn on (bachelor's or the 'book'. higher)

> Thank you for helping me be able to read again. I missed it so much! Thought I had lost a big part of what makes me, me.

The Collection*



347,588 physical items circulated and 65,293 digital (BARD) downloads.

That's 56 items circulated, and 11 BARD downloads, for every individual patron!



Total collection: 193,885 unique titles,

10,901 of which were added this year!

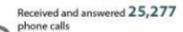
Top formats by circulation



Staff & Volunteers*

In 2016, CTBL...

Handled circulating items 693,785 times





Assisted 659 patron walk-ins

Received and answered 1,676 emails



Repaired 2,496 playback 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

namator

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

co

In 2016, CTBL volunteers created 50

new titles in the studio.

COLORADO







