

CTBL Patron Satisfaction and Status Report

Recent statistics from Library Research Service
FAST FACTS
 ED3/110.10/No. 344

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."



CTBL serves...



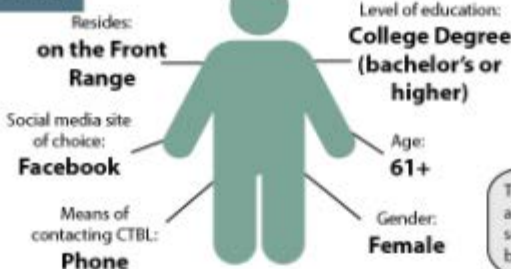
Most CTBL patrons said they use the library to read for pleasure.

The top 3 personal outcomes include:



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.



I feel blessed to have Talking Books. At the end of a day I can hardly wait to turn on the 'book'.

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*



Top formats by circulation



*July 2015 to June 2016

Staff & Volunteers*

In 2016, CTBL...

Handled circulating items **693,785** times

Received and answered **25,277** phone calls

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 narrator.

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

In 2016, CTBL volunteers created **50** new titles in the studio.

