

**COLORADO TALKING BOOK LIBRARY**  
**2006 ANNUAL SURVEY REPORT**

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## **Colorado Talking Book Library Survey Results: 2006**

### **Introduction**

The Colorado Talking Book Library (CTBL) provides services, at no cost, to Coloradans of all ages who are unable to read standard print material due to visual, physical or learning disabilities. CTBL provides recorded, Braille and large-print books and magazines, as well as a small collection of descriptive videos.

As part of the larger effort of the CTBL to evaluate its services, in August 2006, a patron survey was developed by the Library Research Service, to evaluate the current services of CTBL and to plan for future services. The survey, a combination of an outcome-based and customer satisfaction questionnaire (see Appendix A), was mailed out to a random sampling of 2,902 patrons of CTBL. The survey was also accessible online. Assistance with filling out the survey was available by telephone or at CTBL, for any patron requesting such assistance.

There were 438 surveys returned (or completed with assistance from CTBL), which represents a return rate of 15%.

### **General Demographics of CTBL Patrons**

According to library records as of January 2006, CTBL had a total of 10,468 active patrons (see Table 1). The library has more female (60%) than male (40%) patrons. A majority of patrons (55%) are 61 years of age or older. Less than one-third (28%) of CTBL's patrons are between the ages of 22 and 60 years old. Only a small percentage of patrons (17%) are 21 years of age or younger.

In addition to gender and age, the library tracks its patrons by disability. The largest percentage of CTBL's patrons are blind or have some type of visual impairment (72%). Of the 10,468 patrons, 4,529 patrons have a visual disability and 3,039 are blind. Patrons with learning disabilities (19%) are the third largest group. A small number of patrons (8%) have a physical disability. Less than one percent of patrons are deaf and blind.

*“We just started.  
This is great! We  
love the service, the  
staff is so helpful.”*

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**Table 1**  
**CTBL Patrons by Age and Disability**

Age	Blind	Deaf & Blind	Visual Disability	Learning Disability	Physical Disability	Total
<b>0 - 5</b>	11	0	11	0	0	22
<b>6 - 12</b>	79	2	131	102	17	331
<b>13 - 17</b>	103	2	183	390	55	733
<b>18 - 21</b>	69	2	136	399	56	662
<b>22 - 40</b>	298	2	293	744	144	1,481
<b>41 - 60</b>	569	7	552	175	211	1,514
<b>61+</b>	1,910	7	3,223	220	365	5,725
<b>Total</b>	<b>3,039</b>	<b>22</b>	<b>4,529</b>	<b>2,030</b>	<b>848</b>	<b>10,468</b>

### Survey Respondent Demographics

Respondents were asked to provide basic demographic information about their gender, age, education level, and residence.

Of the respondents:

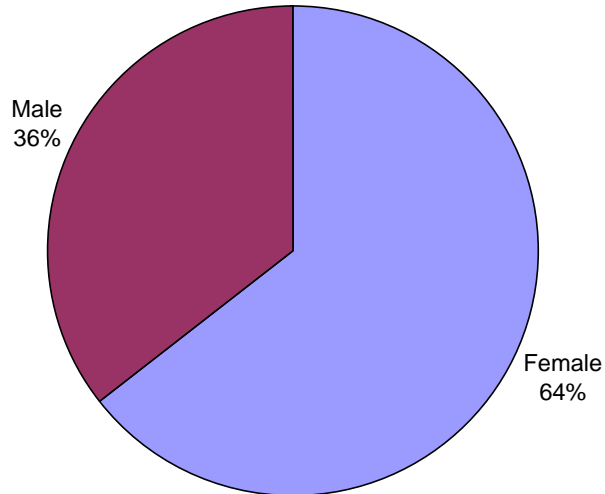
- Almost two-thirds were female (64%) and one third were male (36%). (see Chart 1.)
- More than three-fourths were 61 years of age or older (77%). Those between the ages of 41 and 60 were the next largest group (13%). (See Chart 2.)
- Nearly two-thirds (62%) have either a college degree or some college. One-quarter indicated their highest level of education was a high school diploma (26%). (See Chart 3.)
- Only a small percentage (8%) reported they are currently students in traditional school settings (i.e., middle school, high school, or college).
- A majority of respondents (68%) live in a metropolitan or a suburban county (see Chart 4).

The 2006 survey received more responses from female patrons than male patrons. The percentages of responses received from both gender groups mirrors with the library's active patron data. Approximately half of the active patrons are 61 years of age or older. However, more than three-quarters of the respondents of the survey were in this age group. Therefore, the results indicate that patrons 61 years of age or older were more

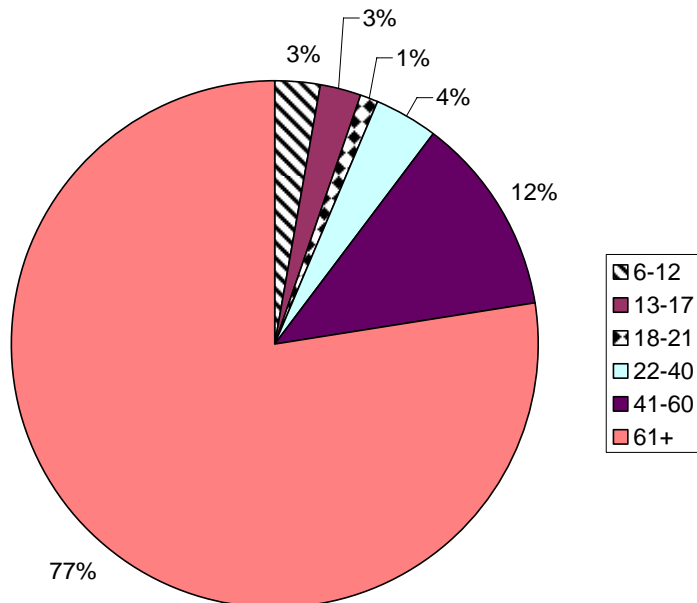
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likely to fill out the survey than any other age group. The responses to the question regarding the highest education level completed indicate CTBL has an educated patron base, with a majority of respondents (61%) having either some college or a college degree.

**Chart 1**  
**Respondent Distribution by Gender**

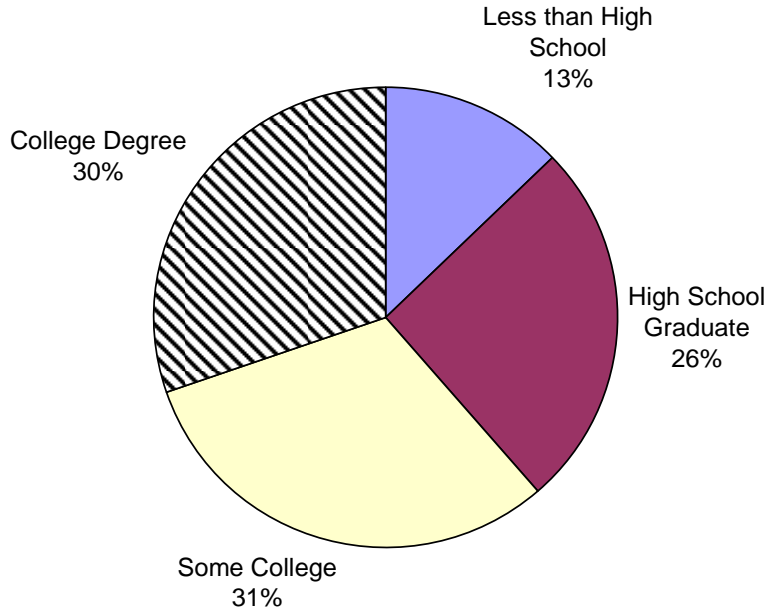


**Chart 2**  
**Respondent Distribution by Age**

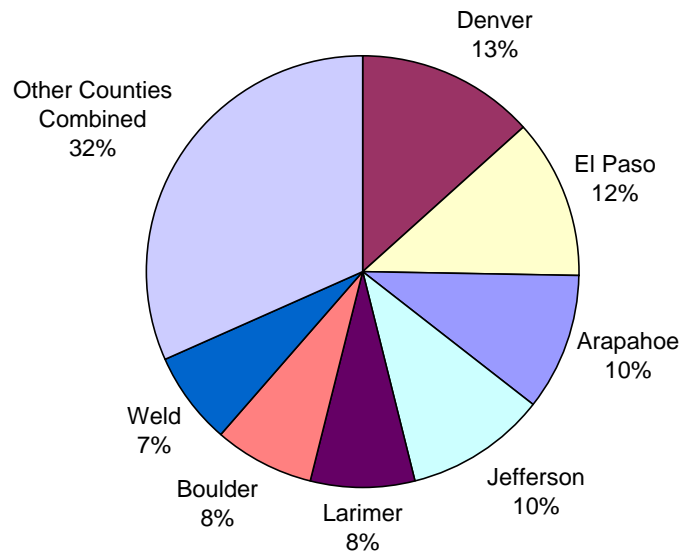


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**Chart 3**  
**Respondent Distribution by Highest Level of Education**



**Chart 4**  
**Respondent Distribution by Resident County**



## Communicating with CTBL

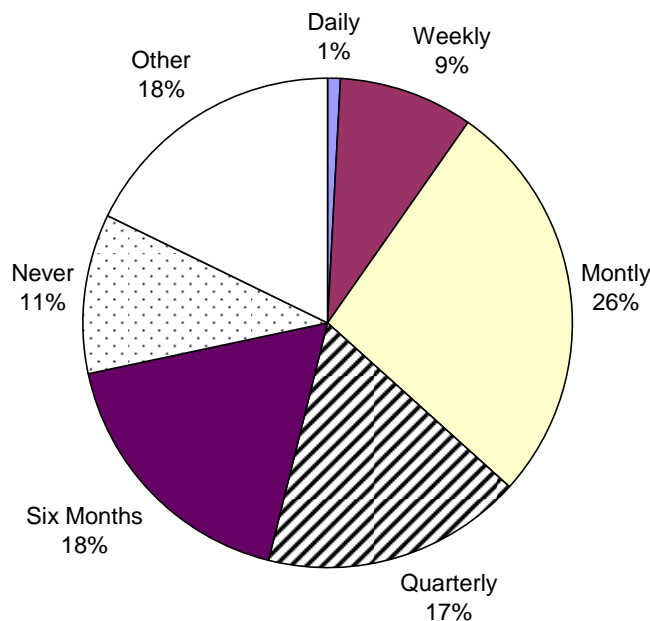
Respondents were asked two questions regarding how they communicate with CTBL. They were asked how frequently they communicate with the library and to identify their regular/most used method of communicating with CTBL.

Of the respondents:

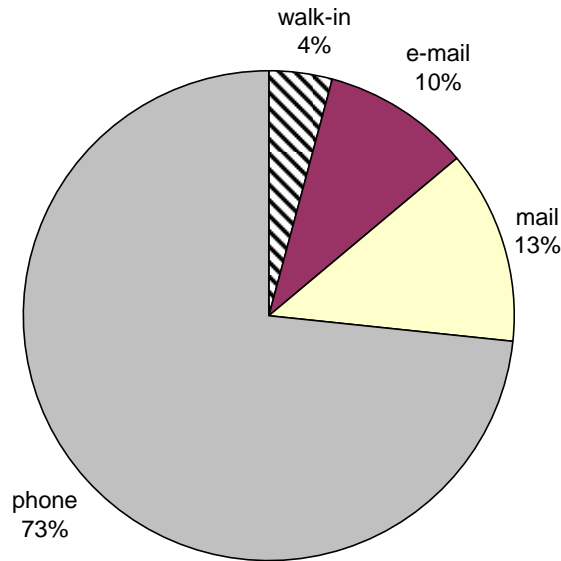
- More than a quarter said they communicate with CTBL monthly (26%). Nearly the same percentage of patrons reported they communicate quarterly (17%), about every six months (18%), or other (18%). (See Chart 5.)
- Respondents that chose “other” had the option to write in specifically how often they communicate with CTBL. The two most frequently written responses were, “when I am looking for a specific book” (14%) and “every two months” (11%).
- Almost three-fourths said their regular/most-used method of communicating with the library was by phone (73%), followed by mail (13%), e-mail (10%), and walk-in (4%). (See Chart 6.)

*“I greatly appreciate the availability of the ‘800’ phone number to the local CTBL. I hope this will continue in the future.”*

**Chart 5**  
**Respondent Communication with CTBL Staff by Frequency**



**Chart 6**  
**Respondent Communication with CTBL Staff by Method**



Respondents were asked to identify whether they were currently students and at what level. Of the 44 respondents who were students, 9 were in college, 8 were in high school, 9 were in middle school, and 8 were in elementary school. The highest number (10) chose other and wrote in specific responses such as graduate school, Braille student, and adult education/night classes.

*“We are very grateful for this service. Our son was very frustrated with learning to read prior to his membership. Thank you.”*

### **Use of Digital Devices**

The next set of questions addressed the respondents’ use of digital devices. A majority of the respondents (69%) said they did not have a device to listen to digital/electronic books away from their computers. Responses for each digital device were low; iPods (4%), other MP3 players (4%), and PDAs (1%). The results indicate several patrons may have not understood the definition of digital device in context of the question. For example, 41 percent of patrons that indicated “other” wrote in that the device they use to listen to digital/electronic books was a “tape recorder/player” (41%). A majority (76%) of these written answers also implied the respondents were specifically referring to the tape player provided by CTBL.

Respondents were also asked if they used several types of video devices; TV, DVD player, and video cassette (VHS) player. More than one answer could be selected. Over

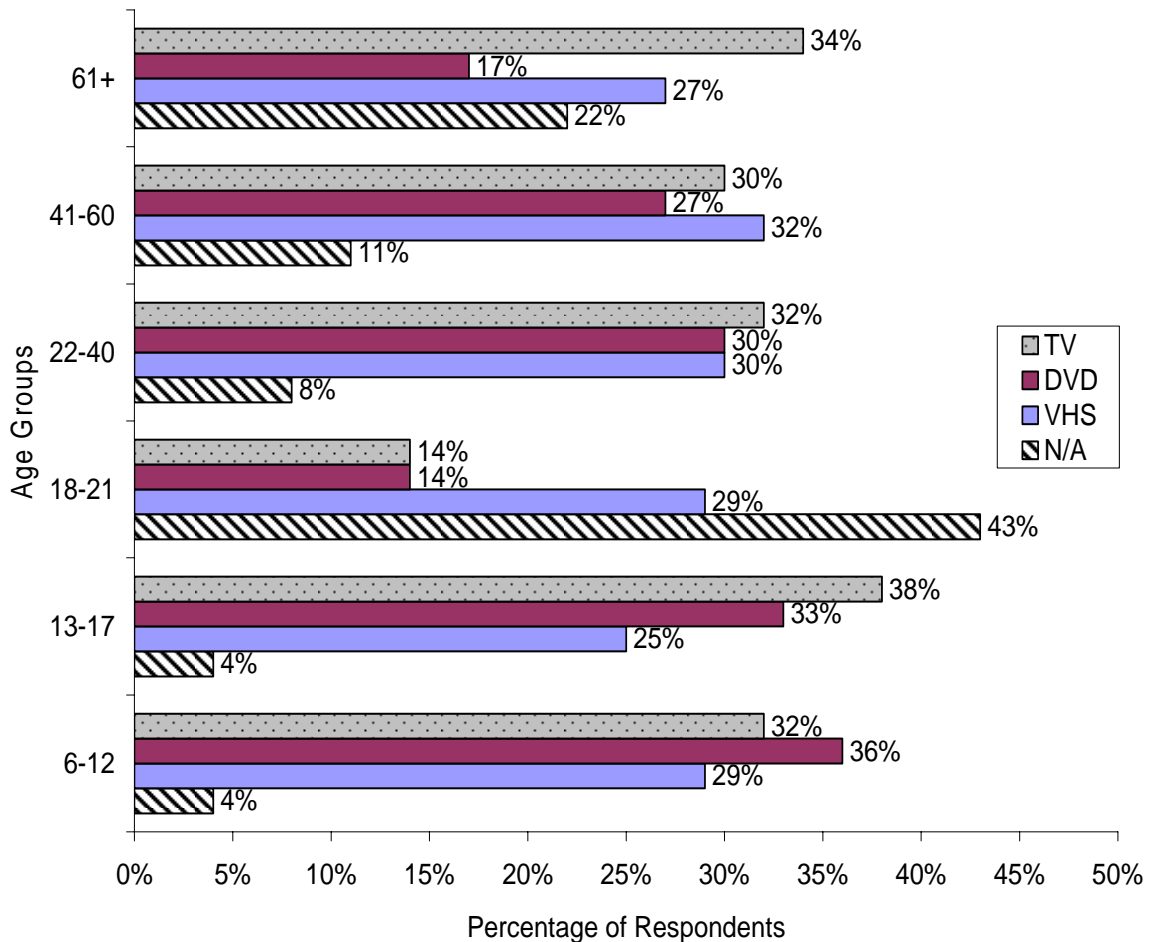
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half of the respondents (56%) said they use a TV, followed by those who use a video cassette player (46%), and those who use a DVD player (35%).

A cross tabulation was performed to determine the relationship between video devices used and age (see Chart 7).

- Of the respondents 61 years of age or older who indicate a video device, 34 percent reported using a TV. Fewer reported using a DVD player (17%) or a video cassette player (27%).
- DVD player usage typically decreased with the increase in the age of the respondents. For instance 27 percent of respondents ages 41 to 60 selected DVD player, while 33% of 13 to 17 year olds selected this device.
- Video cassette player usage varied among the different age groups.

**Chart 7**  
**Respondent Video Device Usage by Age**





## Descriptive Videos

Respondents were asked if they or a family member had ever used the descriptive video collection. Less than one in ten respondents said they had used this part of CTBL's collection. Respondents could also request more information about this service and 23 percent of respondents were interested in receiving such information.

## Book Club and Reference Services

Although book clubs for adults are not currently a service of CTBL, respondents were asked if they would like to have them. Respondents could mark all that apply from the choices "yes, at CTBL", "yes, in my area", "yes, online", or "no, not interested".

- Three out of four respondents said they are not interested in having an adult book club (72%).
- Of those that did want book clubs, the option of adult book clubs in the respondent's geographic area received the most responses (15%).

Patrons were asked how often they would use help finding information or answering a question about something other than CTBL audio books. Patrons could mark one of the following responses: "at least weekly", "at least monthly", "at least quarterly", "at least annually", or "rarely or never".

- A majority of respondents (62%) said they would rarely or never use this service.
- Of the responses that indicate the service would be used, "at least quarterly" was chosen the most (13%).

*"It's been a welcome addition to leisure pleasure. I recommend it to other visually handicapped friends."*

## Newsletter Advertising and Topics

Respondents were asked two questions that regarded the CTBL newsletter. Respondents were asked if they would find advertisements for products of interest to individuals with print disabilities useful if they appeared in the newsletter. The response choices ranged from very useful to no opinion. Almost one-third of respondents said they would find these types of advertisements useful (32%), followed in frequency by more than one-quarter who have no opinion (28%).

Respondents were also asked to comment on any topics they would like to see addressed in the CTBL newsletter. Some of the comments included being satisfied with the topics currently covered, discussing bestseller book lists, and upcoming titles. Several respondents replied they could not read the newsletter and would prefer it to be available in an audio format. These patrons will be notified that the CTBL

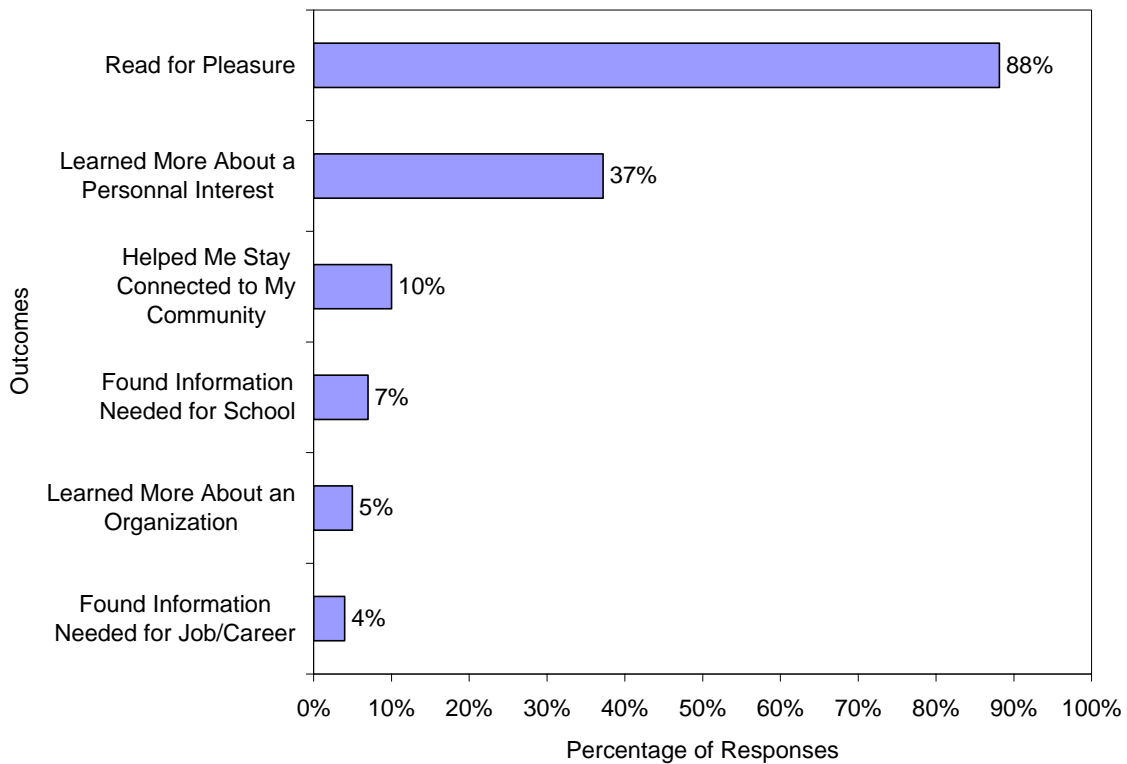
newsletter is currently available in an audio format. For a complete listing of responses see Appendix B.

### Outcome Survey Results

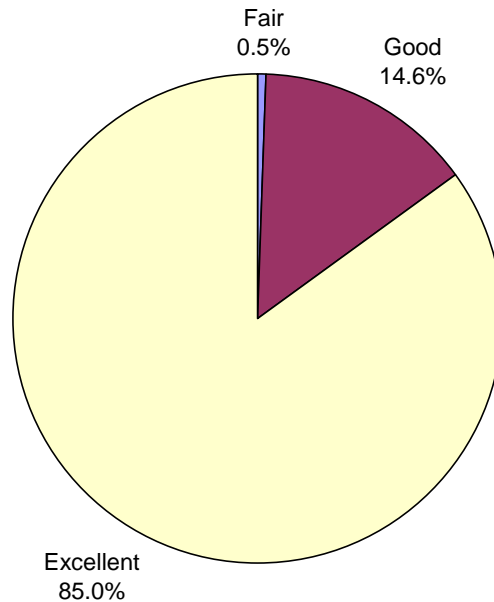
Respondents were asked in what ways CTBL services have been of value to them. Respondents could select more than one outcome (see Chart 8).

- An overwhelming number of respondents chose reading for pleasure (88%) over the other suggested outcomes.
- Over one-third of respondents (37%) selected learning about a personal interest.
- Help respondent stay connected to the community was the third most frequently selected outcome (10%).

**Chart 8**  
**Respondent Value of Library by Type of Service**



**Chart 9**  
**Respondents' Rating of Overall Quality of Service**



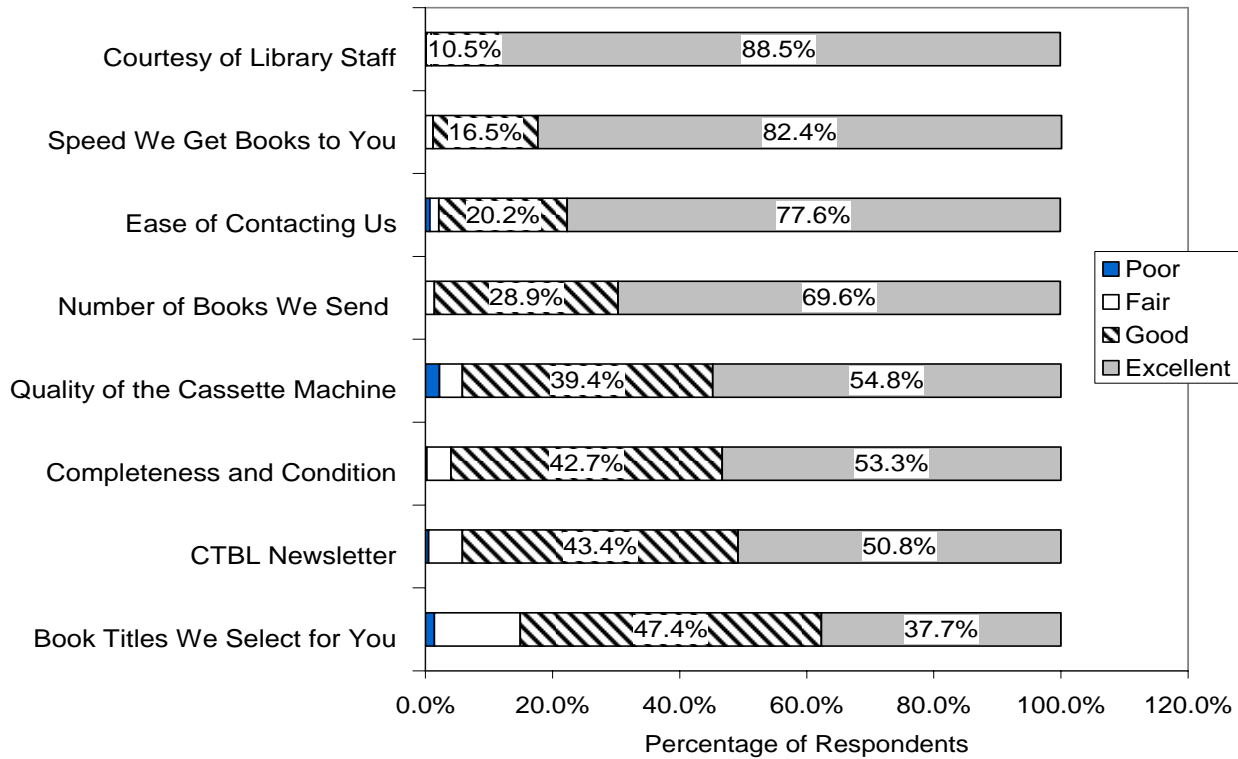
### Customer Satisfaction

Respondents were asked to rate how satisfied they were with a number of different CTBL services, ranging from the overall quality of service to CTBL's newsletter. Respondents could choose among excellent, good, fair, or poor, to rate each service (see Chart 9 and Chart 10).

- A majority of patrons rated the overall quality of service as either excellent (85%); or good (15%). (See Chart 9.)
- Almost all respondents (99%) rated the courtesy of library staff as either excellent or good (see Chart 10).
- All respondents were satisfied at some level (excellent, good, or fair) with the speed with which books are sent to them and the number of books sent.
- Less than one percent rated the condition of the books they received as poor.
- Most respondents were satisfied at some level (excellent, good, or fair) with the quality of the cassette machine they borrowed from CTBL (98%) and the book titles selected for them (99%).

*"Your agency gives outstanding service. You should all be very proud of yourselves. Thank you so much."*

**Chart 10**  
**Respondent Satisfaction Ratings by CTBL Services**



### Survey Comments

Respondents were given the opportunity to provide additional comments about CTBL and the services it provides. There were 199 comments. A complete list of respondent comments appears in Appendix C.

### Conclusion

Most respondents indicated that they use CTBL services to read for pleasure, however a majority of respondents said they were not interested in having adult book clubs. Few respondents indicated they have a device to listen to digital/electronic books, while a majority was satisfied with the quality of the machines provided by CTBL. Although only 50 percent of CTBL's active patrons are 61 years of age and older, this age group represented more than three-quarters of the respondents. Therefore, the age of the respondents may have affected the survey results regarding services related to technology and educational usage.

Respondents overwhelmingly indicated they consider the services CTBL provides to be valuable. More than three-fourths rated the overall quality of CTBL services as excellent.

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Clearly, CTBL is a highly valued resource in the community it serves. As one patron put it, "I find CTBL and [its] services very unique, wonderful, and quite rewarding. I can only say many thanks to each and everyone for this marvelous service without [it] I would feel lost."

**Appendix A**  
**Questionnaire**

**COLORADO TALKING BOOK LIBRARY**  
**2006 ANNUAL EVALUATION SURVEY**

Please help us evaluate the services you receive from the Colorado Talking Book Library by filling out this form and returning it to the Library Research Service before November 24, 2006. If you would like to fill out the survey via the Internet, go to <http://www.LRS.org/ctbl/survey.asp>. If you would like assistance filling out the survey, please call the library directly at (303) 727-9277, or long distance (toll free) at 1-800-685-2136.

1. How frequently do you communicate (by phone, e-mail, mail, or walk-in) with someone at the library? Mark one (X).

- Daily     Weekly     Monthly     Quarterly  
 About every 6 months     Never     Other (Please specify): \_\_\_\_\_

2. What is your regular/most used method of communicating with the library? Mark one (X).

- Phone     E-mail     Mail     Walk-in

3. Have you or a family member ever used the descriptive video collection?

- Yes     No  
 Please send me more information about this service.

4. If library items are requested for school use, are they received in a timely manner?

- Yes     No     Not applicable

**Appendix A**  
**Questionnaire**

5. If the library's materials are used at school, is the audio format a barrier to using them in the classroom?

- Yes       No       Not applicable

6. Do you have a device to listen to digital/electronic books away from your computer?

- Yes       No

7. If your answer to #6 is "Yes", what device(s) do you use? Mark all that apply (X).

- iPod       Other MP3 player       PDA  
 Other (Please specify): \_\_\_\_\_

8. Which, if any, of the following video device(s) do you use? Mark all that apply (X).

- TV       DVD player       Video (VHS) cassette player  
 Not applicable

9. Would you like to have book clubs for adults available at the Talking Book Library, in your area, and/or online via your computer? Mark all that apply (X).

- |                          |                          |                          |                           |
|--------------------------|--------------------------|--------------------------|---------------------------|
| <b>Yes, at CTBL</b>      | <b>Yes, in my area</b>   | <b>Yes, online</b>       | <b>No, not interested</b> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |

**Appendix A**  
**Questionnaire**

10. If you need help finding information or answering a question about something other than CTBL audio books, how often would you use that kind of help? Mark one (X).

**At least  
weekly**

**At least,  
monthly**

**At least  
quarterly**

**At least  
annually**

**Rarely or  
never**

11. How has the library service been valuable to you?  
Please mark all of the following that apply (X).

- Read for pleasure (bestsellers, magazines, etc.)
- Learned more about a personal interest
- Found information needed for school
- Found information needed for job/career
- Learned more about an organization (church, community group, etc.)
- Helped me stay connected to my community
- Other (Please specify): \_\_\_\_\_

12. Please rate your satisfaction with each of the following aspects of our service:

Speed with which we get books to you

- Excellent    Good    Fair    Poor

Completeness and condition of the books you receive

- Excellent    Good    Fair    Poor

The number of books we send to you

- Excellent    Good    Fair    Poor

The book titles we select for you

- Excellent    Good    Fair    Poor



**Appendix A**  
**Questionnaire**

Quality of the cassette machine we have loaned you

- Excellent    Good    Fair    Poor

Ease of contacting us

- Excellent    Good    Fair    Poor

Courtesy of library staff

- Excellent    Good    Fair    Poor

The Colorado Talking Book Library newsletter

- Excellent    Good    Fair    Poor

13. **Overall**, how would you describe the quality of service you receive from the Colorado Talking Book Library? Mark one (X).

- Excellent    Good    Fair    Poor

14. If they appeared in the CTBL newsletter, how useful would you find advertisements for products of interest to individuals with print disabilities? Mark one (X).

- Very useful    Useful    Not useful  
 Objectionable    No opinion

15. What new topics would you like to see addressed in the CTBL newsletter?

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**Appendix A**  
**Questionnaire**

**Demographics**

The following information will help us to better understand who uses our library, so that we can improve the quality of our services to everyone.

What city do you live in? \_\_\_\_\_

What is your gender?

- Female                       Male

What is your age group?

- 0-5                       6-12                       13-17                       18-21  
 22-40                       41-60                       61+

What is the highest level of education you have completed?

- Less than high school                       High school graduate  
 Some college                       College degree (bachelor's or higher)

If you are currently a student, what level are you in?

- Preschool     Elementary School     Middle School  
 High School     College     Not Applicable  
 Other: \_\_\_\_\_

**Optional Information:**

Name: \_\_\_\_\_

Phone number: \_\_\_\_\_

Can we call you?     Yes     No

**Appendix A**  
**Questionnaire**

Please feel free to provide any additional comments about the Colorado Talking Book Library and the services we provide.

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Please fold and tape shut the evaluation so that the Library Research Service address is visible, and return via mail.

Thank you for participating in this survey. We appreciate your comments.

**Appendix B**  
**Newsletter Comments**

Respondents Comments Regarding Newsletter
Articles on Retinitis Pigmentosa
Would like to see you start getting DVD's.
not applicable
nytimes bestseller Monthly bestseller
nytimes bestseller Monthly bestseller
none
Sex politics fun
children, animal, horses, westerns, west
Everything well covered
If you advertised a variety of reading software.
How and why books are chosen.
Nothing, everything is great
Just keep up the thorough stories such as the photo/article about those who are 100 years or over. Amazing!
Nothing at this time
Would there be patrons willing to share their stories about how CTBL services have helped them? I am sure there are a vast number of stories out there. Are there others who would like to hear or read them, too? I am one.
Your selection of reading material is wonderful. Thank you so much. J.S.
social gatherings
More products available to assist us. Other devices to use for T. B. aside from cassette (too slow)
Make it 'talking'
New eye treatment for MD or anything else.
Would like current complete catalog
I sent a list of authors and titles for you to choose from. I think you lost them. DD
It would be helpful to have a list to be checked.
I cannot read this newsletter nor the book reference you send me. Would feel better if you saved the postage for not sending them to me.
none that I can think of
None I can think of
New equipment to hear books that is PORTABLE. The current sets are too heavy.
The newsletter is hard for me to read.
List of new movies
New magazines

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**Appendix B**  
**Newsletter Comments**

consideration of seniors and services available
Authors
Can't think of any
N/A
N/A
can't read it
no opinion
Any trainings or work with pre readers. Do you have anything for phonics and literacy?
I can not read the newsletter
I cannot see or remember how to use the toggle switch
New choices of tapes
I have no questions?
n/a
I find it interesting now-with variety of tapes
In last newsletter you discussed going to digital in the future - on a number of pages. My husband cannot read it since most of your clients have vision problems, why not put all of the information on audio? As a matter of fact, your listing of books is
How to report poor housing upkeep, health risks, and how to find proper housing
What would be useful in interest and what devices would be available as DVD etc.
State legislation issues
not applicable
Can't read
I have never received newsletter, I would like to receive one. More about what new titles you have and choose on the cassettes and more cassettes on video on music and on foreign languages
Improvement on recording of requested titles.
More tapes of best seller books such as hunting and travel. Also scientific
sufficient as is
Upcoming books
No new ones, just westerns
Any availability of recorded professional journals
do not receive
the new recorder and cassettes
Most frequently requested list and featured authors and their books that are available. Also, upcoming new releases by category
Archeology; geology outings if I can afford to go to your 2-week camping outing trips next year and if well enough I plan to come. You are a god-send to me. I have written congressman about CTBL and the excellence with which you serve us. Love & Thanks, T
N/A

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**Appendix B**  
**Newsletter Comments**

Can not rate as can not read it. As I do not read it have no opinion.
international affairs
send topics as yoy have been doing
need to receive on tape or in braille
Nothing.
New treatments or research being done for low vision /low vision aids recently on market
Changing to CDs when? CD player recommmendations
We do not read the newsletter - we appreciate the service very much but the newsletter has never been read.
Hands on field trips with reasonable cost of transportation
christian novel with out bad language
You are doing fine!
N/A
N/A
Enjoy what you have provided
Keep the info about change to DTB coming
Topics of interest have been in the newsletter and questions never thought of are answered, so I think the newsletter does a great service for us.
none
(unable to read)language lessons
Mental health development
Haven't received yet-I'm fairly new. Too new to tell yet.
none
Other free programs for assist the blind/handicapped or free product testing type things.
More book options for teens
What the CTBL is doing, or not doing, in the area of technology advancement. For example: upgrading the recorder we are given to one you can carry with you while travelling around town or around the country.
Don't always read it because I can't see it. Need help reading it.
New helpful items for the visually impared.
None
Any the library wishes to use.
I have not gotten in the habbit of reading the newsletter its different with my reading machine.
Christian books like Joyce Meyer
none
New technology you project to use in future
none
Don't know; But I certainly appreciate CTBL's assistance
Christian Bible Study Books

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**Appendix B**  
**Newsletter Comments**

I have no suggestions
Unable to read
Can't read - I'm blind.
No ideas
unable to read newsletter
Community events
Indians and History transformation music electronics
one or two book reviews
not sure @ this time
for my self you do finecan't really think of anything else.
Can't see to read
More local information/ authors, mountains, local history. Interactive events (on line 3) personalities
Issues involving blindness and more information about blindness and disability organizations.
History, current events, humor, science, suspense detective stories
You do a great job with your present format
Reading groups - books clubs
Do not like the 4 sided tapes would like to see regular cassettes. Please replace recorder, does not work correctly.
satisfied
it's fine
none
As a recent recipient of talking books, I have received only one newsletter. I am still having difficulty with reading and writing but hope to be doing better with reading newsprint
Not aware of newsletter
digital recording - MP3 player downloads of books
digital recording - MP3 player downloads of books
No opinion
not important to me
none
Cannot read
Local discussion groups or books
Do not read about your titles.
none
New machines that can be taken on trips with attachment to plug into car audio systems
no opinion
Maybe a list of new recordings that were on the bestseller's list
My wife would like to receive more books, at least two a month

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**Newsletter Comments**

Book groups, learning braille classes, and recreational opportunities to get together for low vision/blind people
Can not think of any at the moment
Patron thinks that would be your choice, but maybe audio hearing aids might be helpful
Everything seems to be well covered
everythign is fine
I would like to have a catalogue of books on tape. then I could make a choice or choices of what I want to read. I want to read CC8003 Searching for Chipeta
none
none other than topics included
Maybe advertisement supplement once a year
no opinion
Advances in products for the vision impaired
Electronic Audio books that are downloadable from the public libraries. Discussion about MP3 players that are compatiable with downloadable books.
Colorado History
Satisfied with what is in it already!
No opinion - I am surprised when a 10 year old ? winner is not in the library. Also Virginia satir book would be welcomed.



**Appendix C**  
**General Comments**

Respondents' General Comments Regarding the CTBL and the Library Services
Very friendly voices when I call. Extremely knowledgeable and helpful computer guy Alex when I am having trouble online.
It is an absolute lifeline for me and I am grateful that it is available.
Really enjoyed the speakers at the birthday event and it was well presented.
We just started. This is great! We love the service, the staff is so helpful.
to subscribe to following magazines: People, National Geographics, Readers Digest
I prefer braille books. I appreciate and enjoy your services. Cordially yours, Lita Lang
I cannot say enough good things about the CTBL. I graduated with honors (3.9=GPA), thanks to the help you gave me with my dyslexia and reading comprehension!!!!
Although not blind I have visual problems which don't allow me to read for long periods. These books are a lifesaver to me and I can't wait for the digital system so I can travel and read.
I am so happy to have found out about your service. J.S.
Please add more to the large print section of historical romances.
He said: Thanks for great service WH
Very useful to me
On line search is too complicated
Thank you for offering this service to the handicapped.I am satisfied. Wouldn't want to be without it.
I'm 94 and hear very well on the phone.I only listen to books a few times a week, but my son in law is legally blind and listens all the time. What a wonderful service.
Your agency gives outstanding service. You should all be very proud of yourselves. Thank you so much.
Staff gives outstanding service-in particular, Dennis
I would like to be able to get books on regular cassettes as I listen to them on a portable player while I wait for my rides or am walking.
Hard of hearing. You may contact me via email <a href="mailto:sabine.schaffer@colorado.edu">sabine.schaffer@colorado.edu</a>
One book every 10 days or 2 weeks; instead of one book each week
A wonderful service!! I can't tell you how much pleasure I get out of the tapes!
A God send for the visual impaired.
Thank you for the large print books
I have macular degeneration - cannot read book so I enjoy listeneing to the tapes. Thank you.
I only use the machine to hear tapes of my church magazine and at that I have problems of staying awake. I don't want or need any other services you have but I'm sure many people enjoy lots of books and this is a great service.

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CTBL is a tremendous blessing for me! I "read" more than ever before! I especially like current political nonfiction best sellers. I am sincerely grateful for your service!
I can't say enough good things about your service. Both my daughter and mother have used talking books.I don't know what I would do without them. Thank you.
an outstanding service as I am legally blind - your service is a great help to me in having books read to me
I truly appreciate the CTBL. I have MS and my sight is not affected at all times so when it is not, I feel guilty using your services. I have been impressed by the prompt service when I've needed a replcement recording macine or request a tape or video a
It has been a godsend to me. Thanks a bunch
Colorado Talking Book Library is great You guys have changed my life helped me get throw college improved my knowledge and employability throw access to liturature Thank you, Justin Shaffer
I hardly use your service since I purchased a CCTV. Having you available is important to me, especially if a book has an appeal to me.
Would like more current books - like modern gothic, romances and mysteries. No westerns please
for my needs all's just fine & they've helped me with everything I've asked about thank you so much
All very good services
Thank you
very satisfied
An excellent service and very much appreciated
I appreciate the service however I have requested a tape cataloge because I can not read the book of tapes available 3 times requested with no result.Please send me tape of books available thank you
Narrators are excellent
Wonderful this service has given me so much pleasure
The world is moving too fast.
You provide a great service!
Ask for wife Trudy Because of you my husband's life is very good. Thank you for your wonderful service. What would we do without you?? Thank you, Trudy.
Be glad when you get digital players
I have borrowed tapes from friends
About 6 months ago I sent a book to you, as per you instructions, so that you could put it into an audio book. Tomorrow to be Brave by Susan Travers. Has this been completed? Sylvia Cooke

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Services are fine. Choice of recorded books is another matter. I detest foul language or sexual or derogatory books and they seem to be more and more against god. Less of the books that are wholesome reading.
Know I'm old, but don't like books with so much sex, violence and rough language, in them. I'd like more Christian books.
It couldn't be better
Beryl enjoys the books - she was an avid reader when she could see.
I would like a variety of western novels and more on cooking or cooking recipes and just a variety of all topics that you have that are recent and I love the movie videos that you have. Do you have them in Spanish?
I gratefully appreciate the availability of the "800" phone number to the local CTBL. I hope this will continue in the future.
I am not interested in using the new cd format because it is to hard to back up and find where you were before. I only plan to use the cassette tapes.
At the possibility fair I met Alex Hernandex. He had a lot of information. He also answered a question that I had for six months. He said he would find the answer and call on Monday and he did. I was quite impressed. Thank you
I am very grateful for the excellent service
type books - great
Thoroughly enjoyed it - your people are courteous and helpful
Everyone at CTBL has been so kind and helpful!!
Very worth while program - much enjoyed!
Being able to have my daughter order books for me online is very helpful.
You are all great. Thanks
I pretty much am a "shut-in." This service is very valuable to me. I am very grateful for it.
We have been very pleased with services by Colo talking book library
Most of the books I receive are from Utah Lib for the Blind. Some frmo you good folks
I have casler current recorder. I'm looking forward to new cassette and tape (disks)
I haven't used the service but once, still I was impresed with the service an dtimely manner I received my books on tape.
Dennis has become a friend and especially caring toward me - as the other staff have also been.
Without CTBL I would absolutely go crazy, as I already suffer from brain damage due to 8 years of not knowing I had a skull hole, which was sealed just 6 mont
I am very pleased with the service
We are very thankful for your excellent service.
Surprised, after previous experience in North Carolina with the limitations of book selections available.
Very sensitive to needs

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no change - good as is.
We have been very happy with you service. Phone service always courteous and helpful. Thank you. Ruth Workman
Continue the good work
Awesome service Free postage cheerful operators!
Miss the braille catalogs or on tapes. Don't like newsletter in print, have to find someone to read it to me
Extremely valuable service. Thank you for providing it!
I think it's great.
Please review my preferred topics - Religion Biography, History - nonfiction
This service lifted my depression after finding out I could still have a learning source. Thank you!
She is now deceased and I have been trying to inform you so you don't keep sending us literature - so far we keep getting literature and I HATE to abuse such a wonderful service! You were easy to work with and made my mother's past 10+ years pleasant - sh
I really appreciate all you have done to help me out and send me tapes. I usually do enjoy them.
I hope there will come a time where books can be on dvd's - take up less space
CTBL service is very good
I would be climbing the wall without my talking books. The librarians are great - Dennis favorite!
A vital service to a public which suffer immeasurably without it's benefits
I am impressed by and grateful for the service. Look forward to the new digital players
We are so impressed with your facility and staff. It is the only governmental agency we know that has an excellent staff and provides efficient service. Your system is so good. We have talked with Dennis several times. He is outstanding. Everyone we
Very satisfied with your service. Hope you continue!
I have been very pleased with all the services and the tapes.
Hours of listening when I can't see to read any more
I have macular degeneration. I really appreciate the service. You are providing a very nice service. You and the local book mobile have met all my reading needs. Robert Dewey
Would like more best sellers available quickly
I started using TBs in 1965 in illinois then TX then CO in 1988. Know what I would have done without them. they've been essential for school, work, mental health, etc. Thank you for all your hard work and support. My life would be very empty without talki

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<p>It is a great service and very much appreciated.</p>
<p>Thank you so very much for all your help Sincerely Ron &amp; Doer</p>
<p>I currently do not use CTBL's service due a wonderful network of family and friends providing books on CD as gifts, or to have available to borrow. In the eighties and early nineties our son rec'd things from CTBL. Jeff attended a very competitive school</p>
<p>I like Biographys and true stories</p>
<p>I am very appreciative of this service tho i still have some sight</p>
<p>Being disabled is a negative thing, but the Library has been my key to a better way. I can't solve everything but the helpful hints I get from my reading helps for my survival in this phase of my life. Thank you</p>
<p>Thank you for giving me back a part of my life that I love and thought was lost forever.</p>
<p>I'm just begining to use this service - will be more specific later.</p>
<p>We are very satisfied with the books we receive</p>
<p>Your services are too heavily weighted toward the elderly and people who do not have multiple disabilities. Lillian has low vision but does not read general interest adult fiction. she has a varied non fiction initerests at a high school level or even mid</p>
<p>Would like to see a better inspirational and western selection</p>
<p>I have used talking books because it is not possible to read with any speed when I see no more than 3 letters in a word. My reading machine was stolen May/June of 2005 from a storage garage.</p>
<p>I think you are great</p>
<p>Very pleased and priveleged to have this service available to me</p>
<p>Service is great and staff people are wonderful and so helpful.</p>
<p>I feel educated listening to the tapes you provide. Life would be drab without it.</p>
<p>I have had help in selecting my books and they have been interesting</p>
<p>I find CTBL and services very unique, wonderful, and quite rewarding. I can only say many thanks to each and everyone for this marvelous service without I would feel a lost</p>
<p>the library provides a wonderful service. I would be lost without books. Thanks to all associated with CTBL.</p>
<p>Occ. some of the tapes can not be understood</p>
<p>Some times they send to many at one time. I appreciate it but mail box will not hold more than 2 at time. 2 use my neighbor box to I am unable to cross the road. Thank you ED</p>
<p>The Colorado Talking Book Library has a wonderful benefit to my son when he became a member in elementary school. Since he was born he would listen to someone read to him as long as they were willing to read. As he grows older and time goes by more and mo</p>

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its been a welcome addition to leisure pleasure. I recommend it to others visually handicapped friends.

This is a wonderful service - brightens many of my days. Thank you

We appreciate this service

Every one is so polite and understanding to me - an old lady (89). I enjoy the best seller novels, the newsy choice magazine & much more.

(this lady is 104)

1. A catalog of Colorado Collection books would be most welcome and useful.
2. A user's manual for internet accessing the library data would be very helpful.

The CTBL fills a growing void in my life as my sight is steadily diminishing. Hope that the new system will not be too complicated.  
Thank you!!

This is wonderful! without these books I would have nothing to do.

Hard of hearing - extremely difficult via telephon. Would have to be done through me, Margaret (daughter-in-law).

We love your service. Takes him a while to finish book, but he eventually does. I also currently working on completeing his 4th noleis, made

I would appreciate more books on different cults. Also Christian biographies.

N.A.

Thank you

It is a god send! a reader all my life I am 80 - and missed it a great deal until I moved here and joined.

Everyone with whom I've had contact has been very couteous and helpful. I am so greaful for the service you provide.

Very excellent service for the blind. Enjoy it so much and her family it is such a blessing.  
Thank you.

I appreciate using the library. It's a great pass time for me. Thank you.

I don't watch much tv, so the talking books add enjoyment to my days while doing household chores. I can listen to books I have long wished I could read.

Excellent!!!

The library in town has only a small collection of audio books- your large collection keeps me busy for hours - and they get delivered right to my door/ daughter Nancy

I send the the cassette player to the library to be fixed about two years ago and they have not returned it to me. If you can not send me a new one please stop sending me books.Thanks,  
Heda

For one who is visually impaired I am grateful for the service supplied by the CTBL.

You do very good and its been wonderful for me as I am almost confined to sitting most of the time.

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I wish you would have more current titles available, more classics, and more biographies. Thank you.
You may call but very hard of hearing. Excellent service - I wouldn't know what to do without your service
Has trouble hearing on phone.
I look forward to the new digital system. I hope it will be more portable and have better sound.
It means so much to me to get these books. I don't know what I would do without them. P.S. Couldn't get past the first side of the book "Martin The Warrior." by Brian Jaques. Hedgr Hoge and Mice and other Rodents? also didn't care for "Dream of the red C
You would need to talk to me (his wife Barbara) because he doesn't talk on the phone. Also, i filled out this form because he can't write legibly.
Many of the people in our age group cannot figure out the listings in the monthly booklet. is there a master plan for authors, titles, genre, etc? Perhaps a special catalog listing section and/or explaining the number systems.
Just please hurry up on the digital books, and also make the DVS movies on DVD now, since we are now into the 21st century of technology.
I find the TB catalogue updates don't (topics) suite my tastes. I like the Non-Fiction (Adult) but it is limmited. The Adult Fiction is not broad in scope and the authors are unfamiliar and rather modern "formula" types. I don't care for "foreign language
Your service was a blessing and life saver for my father. He spent MANY hours of pleasure due to the books. Thank-you!!!
Iwould like to receive more novels and romance books instead of biographies.
A great idea - We will work at taking better advantage of the services you provide
Mom (Orpha Peterson) is 91 years old with macular degeneration. The books have been a "God send" in her life. Whenever she gets discouraged, feeling sorry for herself, can't sleep, is restless, etc. she pulls out the recorder and listens. Not only do th
I enjoy getting the talking books
Super program. Please send me a digital recorder/player.
Need a new tape player. Mine not working correctly.
VALUABLE SERVICE, AND ENJOYS EVERYTHING ABOUT IT. (HER MACHINE WAS MAKING A NOISE, SO I AM SENDING HER ANOTHER ONE)
This service has been a life saver for my mother. She is ill and can not read or see the T.V. She finally has something she enjoys. Thank you Linda Tolein
Being able to use this service brings a great joy to my life - I love talking books
I am grateful for your being!!
Dulce Encinas-Lopez has recently moved out fo stste. Please remove her fomr your mailing list. I'm using the tape player @ a pre-k; please let me know if you need me to send it back. Thank you. ALR

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Your services are excellent and I thank you for this service. I am blind and this service I use everyday!!!!!!
I think I will use the service more during the winter months. I am very impressed with the speed in receiving the audio books. Thank you. z
I appreciate your service very much. It is a new experience for me and supplies mental stimulazation no longer available by normal reading. Your guidance in use of tapes and machines is thorough and basic. Thank you!!!!
Doing great! Thanks
Thank you ever so much you are a life saver.
Due to unforeseen circumstances I have not yet used any of the excellent equipment and services offered by CTBL. Please know i appreciate this service for myself and my peers. I did not answer the first part of the survey because of circumstances it was a
Please start any series of books with Volume 1 and not the later volumes
this is a "life saving" service for anyone who can no longer read printed material
My books come from Grd. Jct. Library
Your service is wonderful and I really appreciate what you do for me. Your people are very nice and understanding of us visually handicaped. Thank you!!!!
Do not recognize your book titles
no comment
Other than new digital machines, just keep up the excellent work you're doing. Your great.
Some tapes are loose and some were broken otherwise pretty good sometimes he gets through before new ones come so we play best over over that is working pretty good for him at this time
I enjoy CTBL services daily! Would hate to not have books to listen to in my life.
Many of the newer books are very difficult to understand. Sound is poor.
Absolutely wonderful asset.
n/comment
I am so pleased with the service and very happy that this library exists. Thank you to all the employees and volunteers for allowing me to enjoy reading
these taped books (mostly western and western history) mean a real lot to me and my wife sits with me to them and your staff on phone are special when she calls for me. thank you!!
Really appreciate your service. It keeps the days from being so long an dhte books you pick for me are great. Thank you very much.
Again she would like to receive more talking books. You provide a very good service.
you have been very helpful in providing books of special interest to me.
Excellent service! I certainly appreciate it.
Can't say enough positive things! Thank you for this service!
Patron like all kinds of mystery stories and bestsellers. Thank you!



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I don't know what I would do without it.
the service has been invaluable to me. I was an avid reader when sighted and this service keeps me mentally active with information from the book I listen to.
Please contact my daughter at the above number Janet Graham
We are very grateful for this service. Our sone was very frustrated with learning to read prior to his membership. thank you.
Denise has been very helpful to me.I am fortunat eto have a vision machine, but it is even difficult to see it any more so I hope you can read my answer. I always have wonderful an dhelpful service by any one who I talk with on the phone and always enjoy
I would like to thank all those who take a few minutes to converse. THANK YOU !!!!!
Be nice to have Harry Potter books
It is a wonderful service. It makes a real difference in life.
Do not like violence, profanity, or explicit sex
It may just be me (Robert's mom) but I don't seem to be able to view online a listing of all the books available for kids.
Grateful for the time and energy you all provide! I have trouble visualizing what I want to read.
I am 80 years - retired R. N. i worked evening an dnight shifts so I missed the TV prgrams. now I enjoy TV reruns, but my vision is getting really bad need to use the talking books more. Thank you for your service.
You are great. If you do not have a book, you search even to Canada.