



**Colorado Talking
Book Library**

Patron Satisfaction Survey Report, 2008

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Introduction

The Colorado Talking Book Library (CTBL) provides free library services to Coloradans of all ages who are unable to read standard print materials due to physical, visual, or learning disabilities. CTBL provides recorded books and magazines, Braille materials, large print books, and a small collection of descriptive videos. CTBL serves over 13,000 active individual patrons and 744 organizations with patrons.

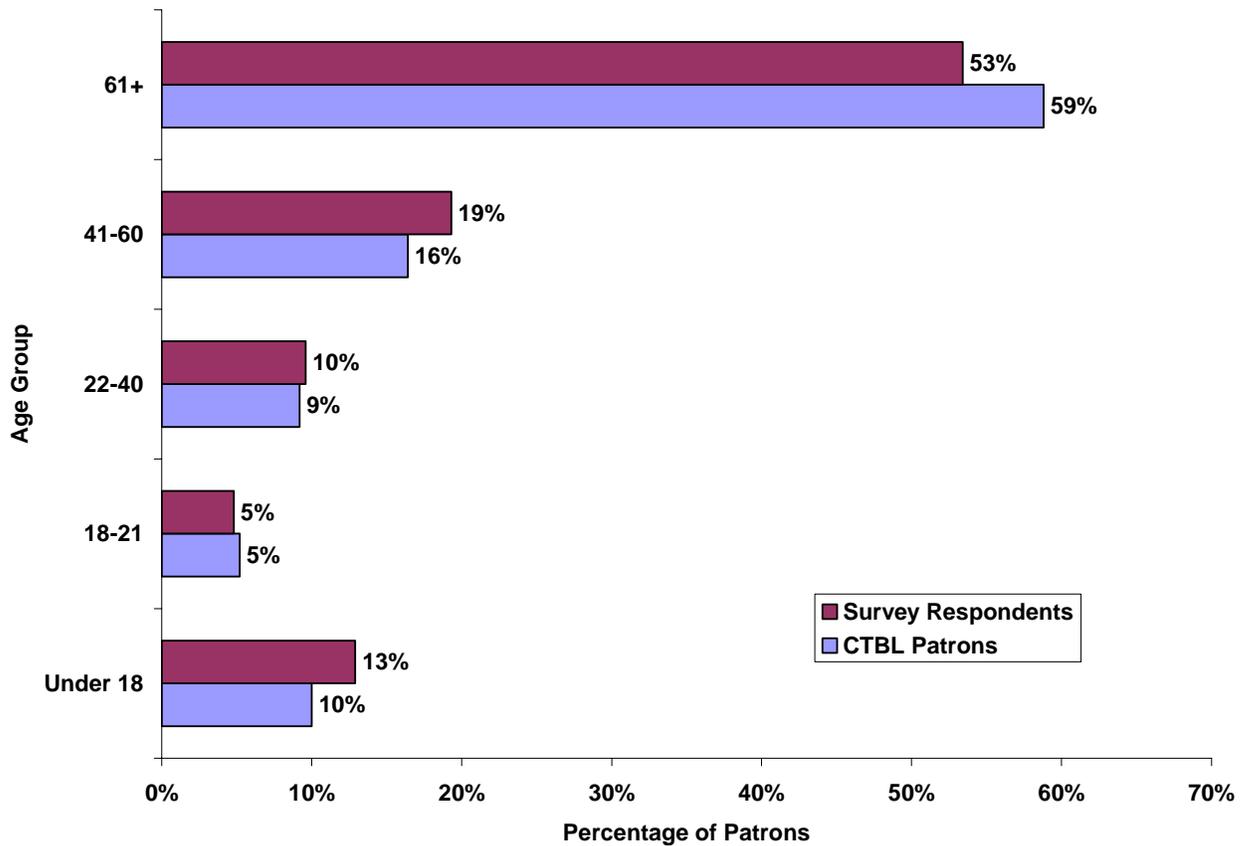
As part of an ongoing effort by CTBL to evaluate its services, the Library Research Service developed a patron survey in March 2008 which was administered in October of the same year. The survey was designed to help CTBL identify possible strengths and weaknesses and to plan for future services. Since 2004, LRS has commissioned a survey for CTBL three times (approximately every 18 months). The survey was a combination of an outcome-based evaluation and a customer satisfaction questionnaire (see Appendix A).

Though similar patron surveys have been used in the past, 2008 marked the first time the survey was distributed to CTBL patrons in Braille and audio formats in addition to the traditional paper-based format. In a further effort to ensure the sample was representative of CTBL's patrons, administrators used a sample stratified by age group. This proved to be effective as the responses received by each age group closely reflected the CTBL patron population (see Chart 1).

Of the 3,790 patrons in the sample, 3,278 received the survey on paper. In addition, 440 received notification of the survey on audio cassette, and 72 received such notification in Braille, asking them to complete the survey online or by phone. Assistance filling out the survey was available at CTBL or by telephone for any patron who requested it.

Surveys were completed by 1,067 patrons, representing a response rate of 28 percent, almost twice the rate of the 2006 survey, which received a response rate of 15 percent.

Chart 1
Age Distribution of Survey Respondents Compared to All CTBL Patrons



Survey Respondent Demographics

Respondents were asked to provide basic information about their gender, age, education level, and, where applicable, student status.

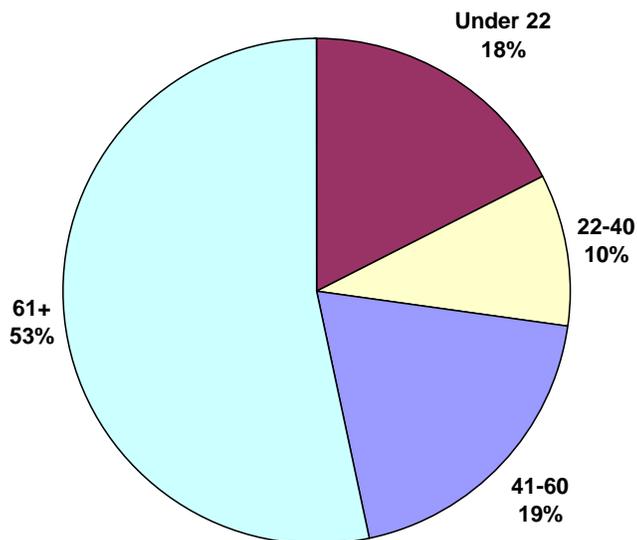
Of the respondents:

- Females represented 61 percent; males, 39 percent, mirroring CTBL patron gender distribution.
- The majority (53%) were ages 61 or older, while nearly one in five were between 41 and 60 (see Chart 2).

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- Nearly 60 percent reported having some college education or having earned a bachelor's degree or higher. One in four (26%) indicated their highest level of education was a high school diploma (see Chart 3).
- Almost one in four (23%) identified themselves as students (an increase from the 2006 survey, where only 8 percent identified as students). Of the students, 29 percent are currently college students, 40 percent are high school students, and 31 percent are elementary or middle school students (see
- Chart 4).

Chart 2
Percentage of Respondents by Age Group



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Chart 3
All Respondents by Highest Education Completed

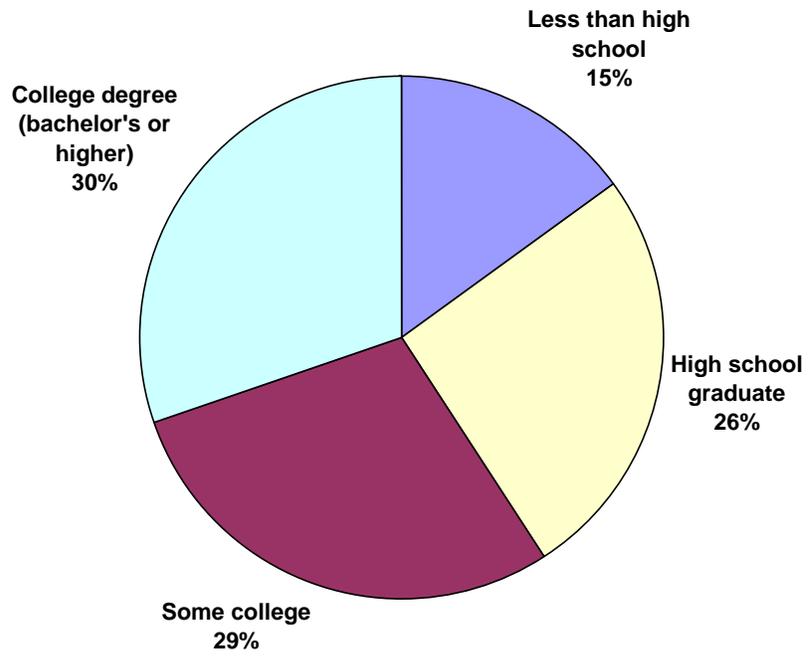
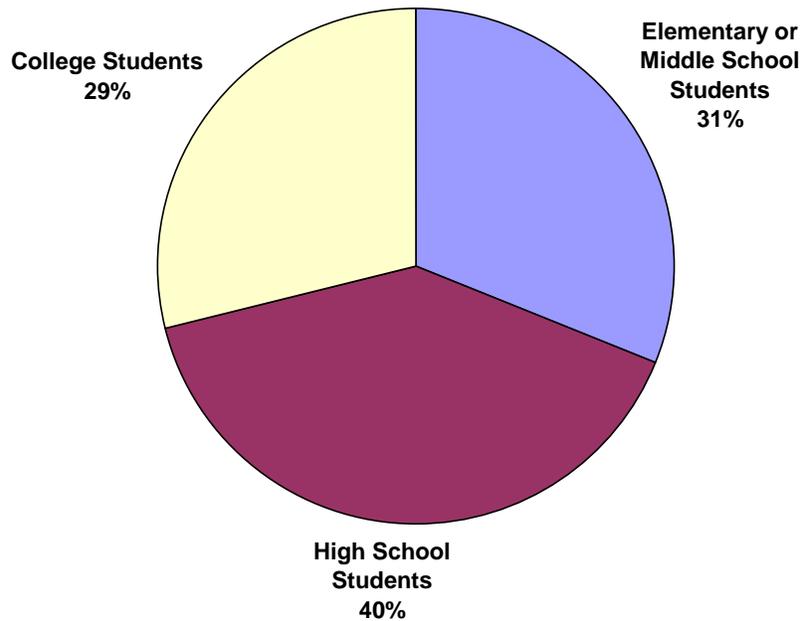


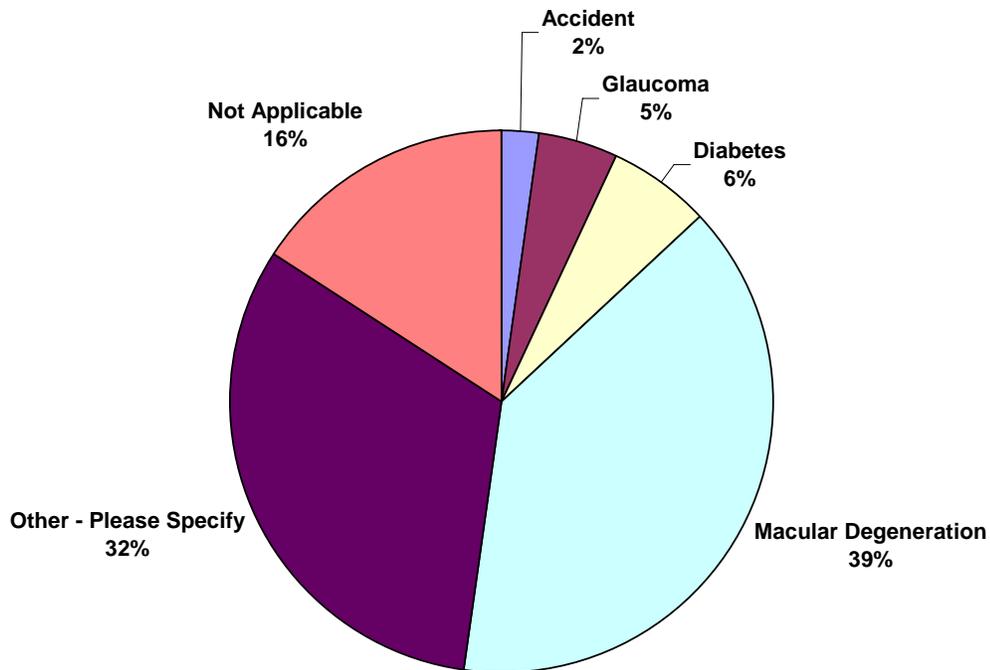
Chart 4
Student Respondents Level of Education



Disabilities & Causes

Respondents were asked about the main cause of their blindness or visual impairment and, where applicable, the age at which they began to lose their sight. While two in five (39% - the largest group) cited macular degeneration, 6 percent cited diabetes, nearly 5 percent cited glaucoma, and almost one in three (32%) respondents chose the "other" category (see Chart 5).

Chart 5
Respondents by Cause of Sight Impairment



Specific responses in the "other" category included albinism, unknown cause, stroke, dyslexia, multiple sclerosis, retinitis pigmentosa, and retinopathy of prematurity (see Table 1). For the complete list of "other" responses see Appendix B.

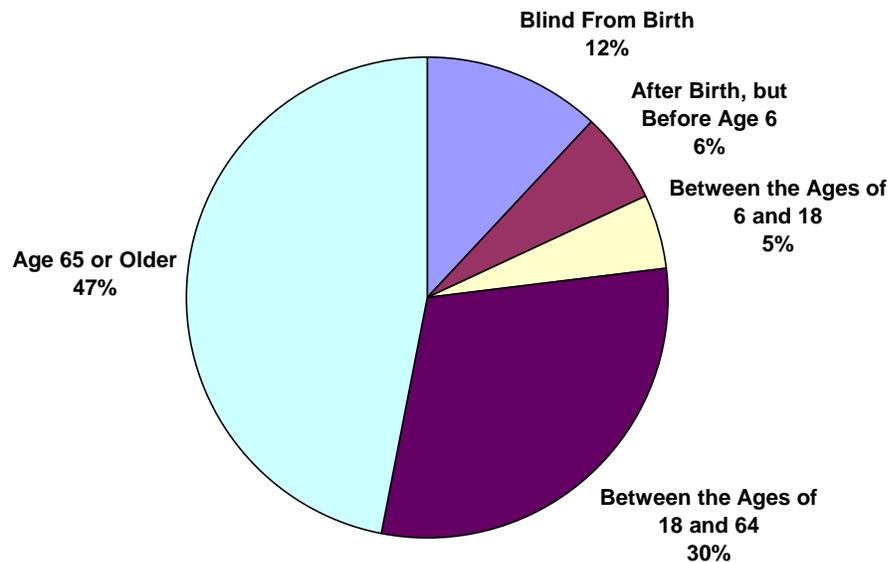
Although the question asks respondents about "the main cause of your blindness or visual impairment" and includes "not applicable" as a choice, several patrons responded with answers that indicate a physical disability other than blindness and/or a learning disability (e.g., dyslexia). In other words, they replied "other" rather than "not applicable." Because of this apparent confusion about what it is asking, the question should be reviewed before being used in future surveys.

Table 1
Most Frequent Responses Written in "Other" for Cause of Blindness or Visual Impairment

Cause of Sight Impairment	Number of Responses (Percentage)
Dyslexia	30 (8%)
Retinitis pigmentosa (including responses "RP")	23 (6%)
Muscular sclerosis (including responses "MS")	19 (5%)
Stroke	18 (5%)
Unknown cause	8 (2%)
Albinism	8 (2%)
Retinopathy of prematurity (including responses "ROP")	7 (2%)

Of the respondents with visual impairment, almost half (46%) were age 65 or older when they began to lose their sight. More than one in ten (12%) indicated that they have been blind from birth, while 30 percent were between the ages of 18 and 64. One in ten (11%) lost their sight after birth but before age 18 (see Chart 6).

Chart 6
Respondents by Age of Sight Impairment



Communicating with CTBL

Respondents were asked how frequently and by what means they communicated with CTBL. Of the respondents:

- More than three in four (76%) indicated they communicate with CTBL most frequently via telephone, followed by mail (12%), email (8%), and walk-in (4%) (See Chart 7).
- Most reported contacting the library either monthly (25%), quarterly (17%), or every six months (24%) (See Chart 8).
- Respondents who chose "other" had the option to write specifically how often they contact CTBL. The two most common responses in this category were "about once a year" and "as needed."

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- More than one in ten (13%) indicated that they never contact CTBL. There appears to be no consistent reason for this, based on cross-tabulations and an analysis of the comments left by these respondents. It is possible that some of the respondents in this category misunderstood the survey question.

Chart 7
Respondents Most Used Method of Communication with CTBL

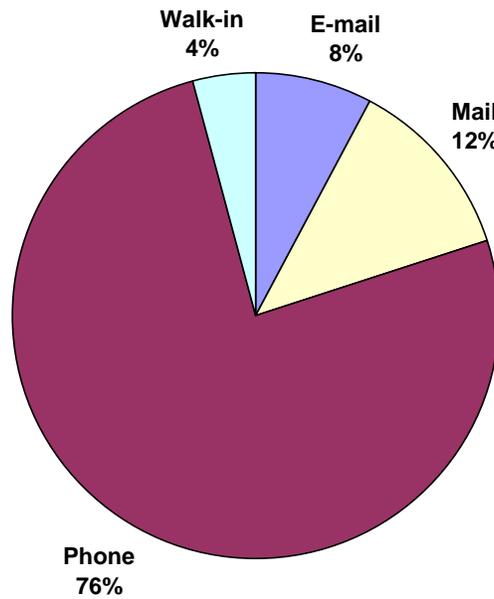
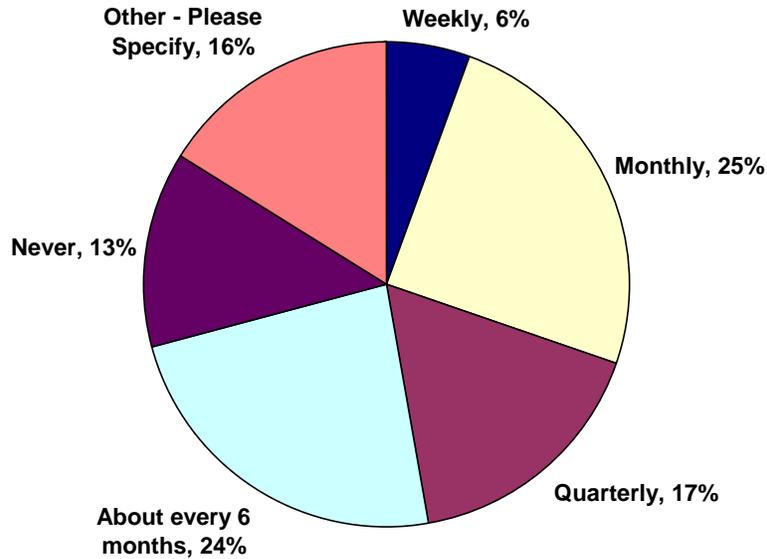


Chart 8
Respondents Frequency of Communication with CTBL



Descriptive Video Materials

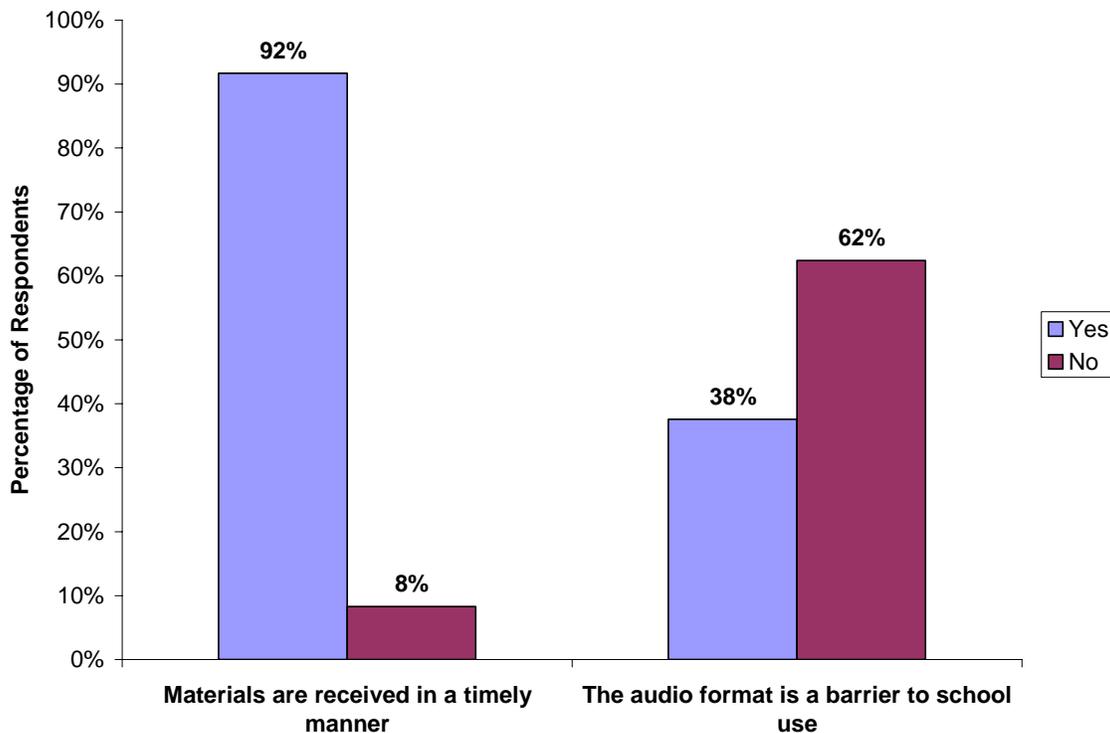
Respondents were asked if they or a family member had ever used the library's descriptive video collection. Fewer than one in ten (9%) had used these CTBL materials. Respondents were also given the option to request more information about the descriptive video collection, and one in four (25%) requested such information. This information was shared with CTBL staff early in January of 2009.

School Use

The next set of questions addressed student use of CTBL materials. Respondents were asked: (1) whether materials used for school were received in a timely manner; and (2) whether the audio format was a barrier to use in the classroom. The majority of respondents indicated these questions were not applicable to them. However, of those for whom the questions were applicable, nearly all (92%) said school materials arrived in a timely manner. Thirty-eight percent said the audio format was a barrier to using CTBL materials in the classroom (See Chart 9). It might be helpful to

further evaluate why more than one in three student users find the audio format to be a barrier to school use. The listening device may be too large and cumbersome for students accustomed to iPod-sized devices. Another possibility is that listening to instruction is difficult in and of itself. This problem may be common to all talking book libraries.

Chart 9
Respondents Satisfaction with Materials Requested for School Use



Use of Digital Devices, Computers, and Video

Four questions dealt with the respondents' awareness of CTBL's digital download service, computer access, and use of digital devices such as iPods and cell phones. Respondents were also asked about their use of television, DVD players, and VHS cassette players.

More than three in four respondents (79%) were not aware that CTBL provided digital downloads of audio books. However, this may not be an issue as more than half (54%) do not have access to a computer with

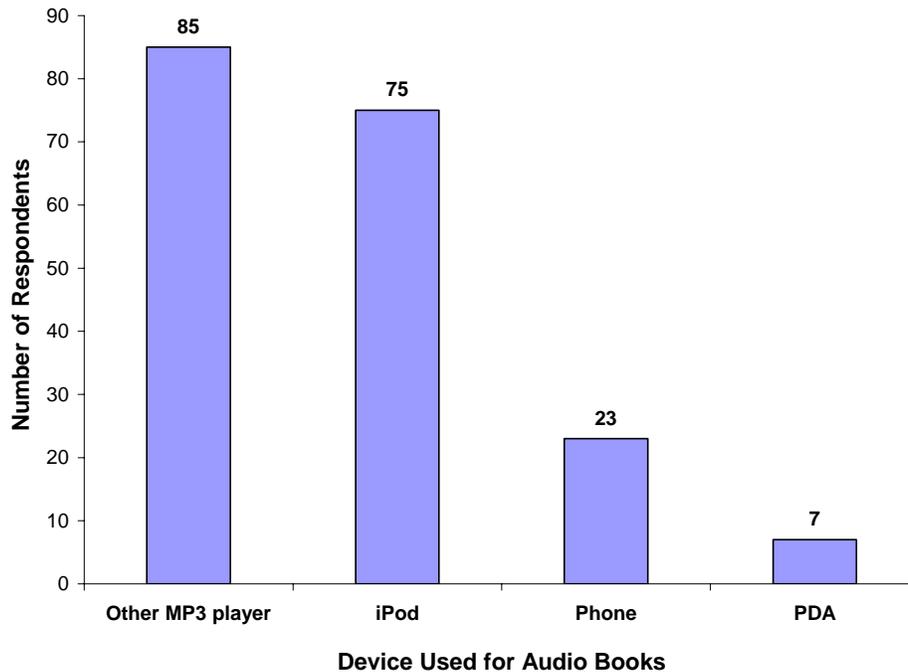
"I am planning to purchase a victor stream and would like to know more about downloading books. Thank you!"

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broadband Internet access. Several respondents indicated in the comments section that they would like more information about the digital download service. This information was also shared with CTBL staff in January of 2009.

Over three out of four respondents (76%) reported they do not use digital devices to listen to digital audio books. Among those who do, however, the most frequently used devices are iPods and other MP3 players (see Chart 10).

Chart 10
Respondents Use of Devices for Audio Books



Benefits of Use

Respondents were asked how CTBL is valuable to them, and were able to select all that applied from a list of values/categories including: "read for pleasure," "learned more about a personal interest," "found information needed for school," and "helped me stay connected to my community," among others. Some values were more prevalent than others.

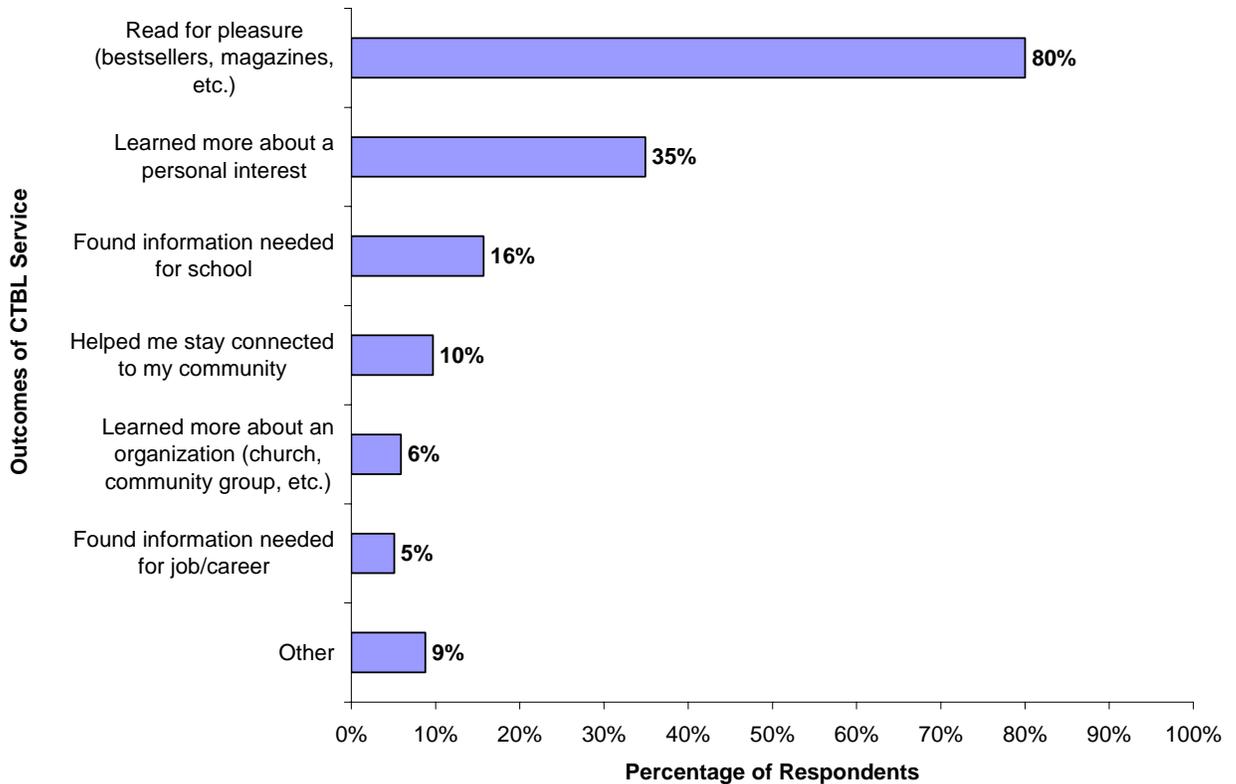
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- By far, "reading for pleasure" is the most frequently valued outcome of CTBL service, with eight out of ten (80%) survey respondents selecting it. Several comments reflected this, as they frequently mentioned how much of a gift it is to just be able to read with the assistance of CTBL services (See Chart 11).

"Mom will soon be 93. These books keep her mind alert, and provide entertainment for some of her long hours. They have been a "godsend" thank you for the independence you have given my mom."
- More than one in three patrons (35%) reported that they learned more about a personal interest using CTBL services.
- Finding information for school was the third most selected value of CTBL (16%), which may reflect the increase in survey responses of school aged patrons in the 2008 survey. In the 2006 survey, only 7% of respondents valued finding information for school.
- For those that selected "Other," comments mentioned that CTBL was valuable in "getting through school," "helping keep their sanity while losing their sight," and "keeping their mind active."

"Continue with the great work you do, this service has really helped me with my school work. Thank you."

Chart 11
Percentage of Respondents Indicating Selected Outcomes of CTBL Services

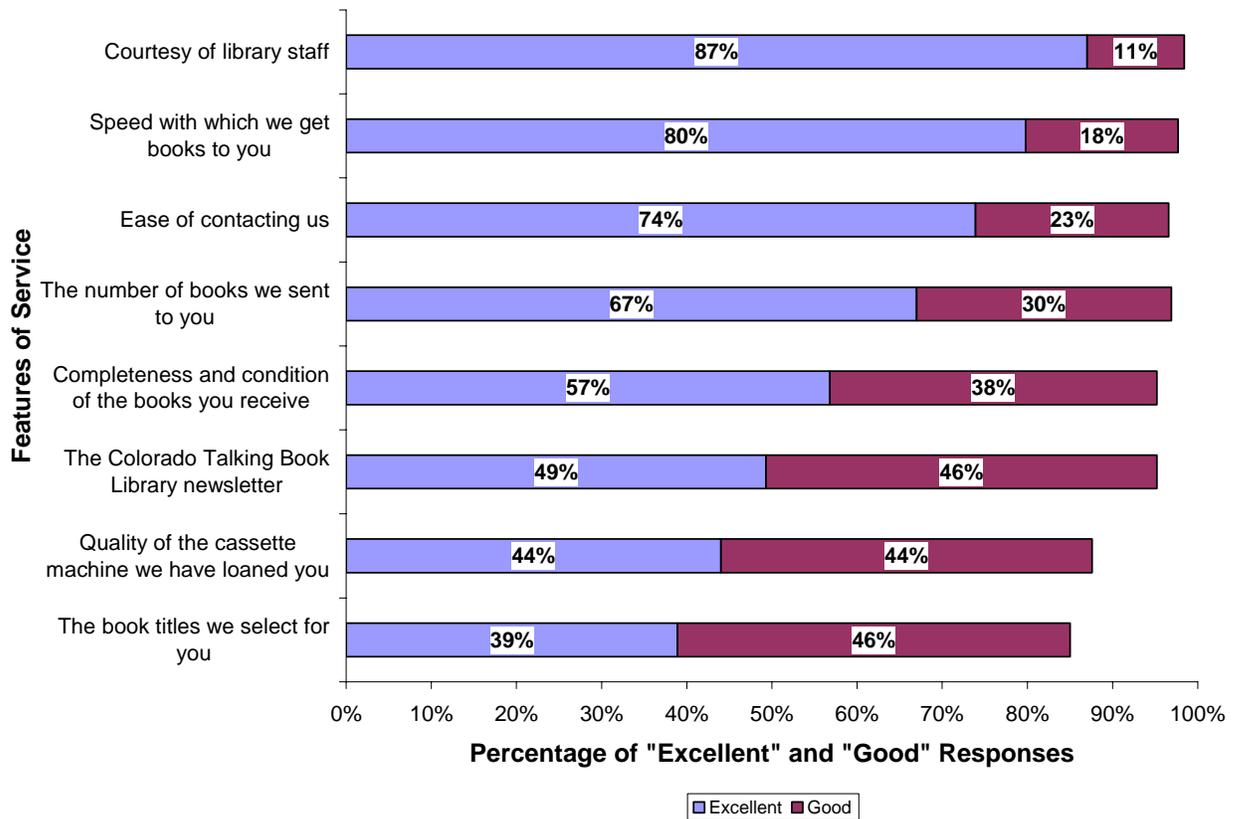


Satisfaction Levels

Respondents were asked to rate their satisfaction with multiple CTBL services. At least 85 percent of respondents rated each category excellent or good (see Chart 12). Respondents had the highest satisfaction with "courtesy of library staff" (87% excellent ratings) and "speed with which we get books to you" (80% excellent ratings). The two categories with the lowest percentage of excellent ratings were "quality of the cassette machine we have loaned you" (44%) and "the book titles we select for you" (39%).

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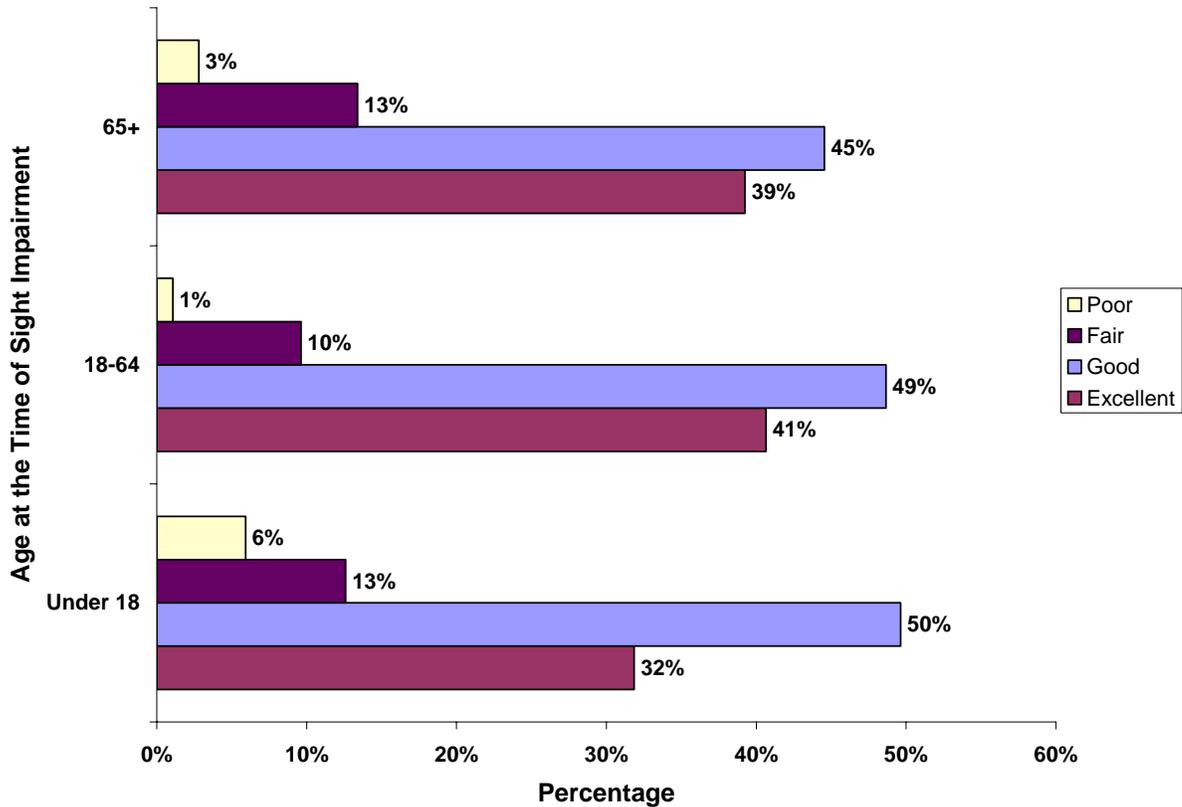
Chart 12
Percentage of Respondents Rating Selected Features of CTBL Service as "Excellent" or "Good"



Cross-tabulations

Multiple cross-tabulations were performed to analyze the survey data. It was found that responses were primarily homogenous among different groups of respondents. However, one cross-tabulation that revealed a slight difference examined how respondents rated their satisfaction with the book titles selected for them based on the respondent's age at the time of sight impairment (not current age) (see Chart 13). The results show that those who lost their sight before the age of eighteen were least satisfied with the book titles selected for them. Having lost their sight at younger ages, it is possible these patrons have higher expectations and/or are more reliant on readers' advisory than patrons who experienced sight loss at a later age. More readers' advisory training may help raise the satisfaction levels for these patrons.

Chart 13
Satisfaction with Book Titles Selected for Patrons by Age at the Time of Sight Impairment



*Note: This is the age of sight impairment, not current age of respondent

The next question asked respondents their overall satisfaction level with CTBL services. More than three quarters (79%) of the respondents found CTBL service to be excellent overall and 20 percent described it as good (see Chart 14). Just over 1 percent of the responses said fair and poor.

"This service is a lifeline to my sanity."

Another cross tabulation was done to examine how the respondents view CTBL overall based on the age their sight impairment began (see Chart 15). Again, those that began to experience their sight impairment before the age of eighteen described CTBL service overall as "excellent" less frequently. The difference between their excellent ratings and the excellent ratings of other age groups shows that they are slightly less enthusiastic about the

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service they are receiving. As stated earlier, these patrons may have higher expectations and/or needs due to sight loss at an earlier age, but further investigation into this group would be needed to gain more insight. To raise satisfaction levels overall for CTBL patrons, it may be helpful to focus on patrons that experienced sight loss before the age of eighteen.

Chart 14
Respondents Overall Satisfaction with CTBL Services

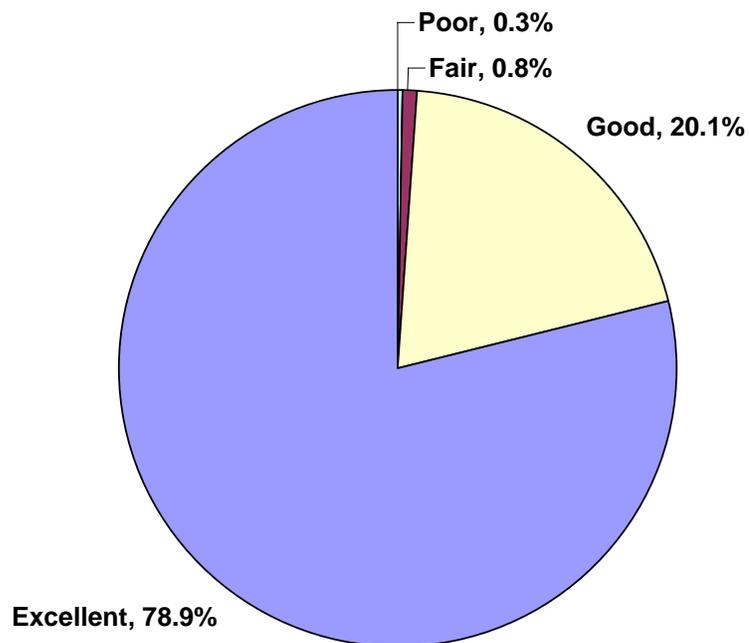
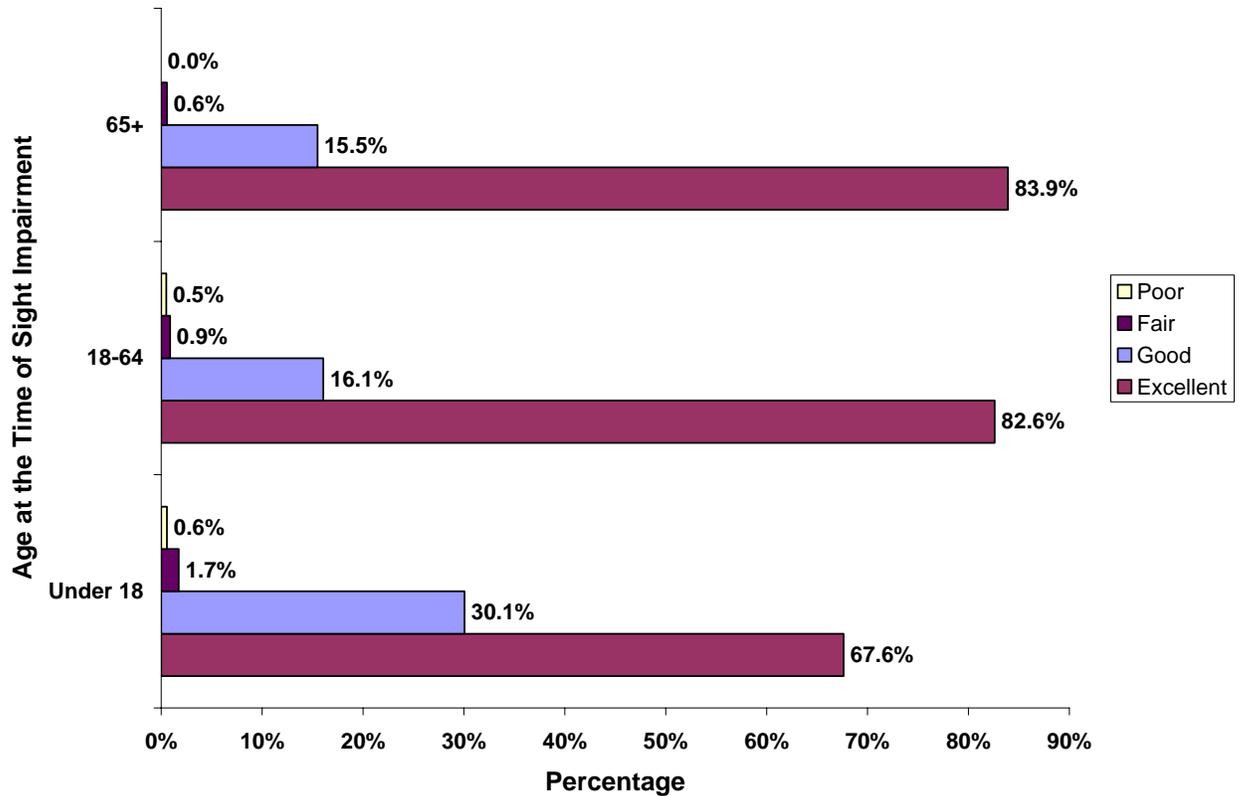


Chart 15
Overall Quality of Service Received from CTBL by Age at the Time of Sight Impairment



*Note: This is the age of sight impairment, not current age of respondent

Newsletter Topics

Two hundred and eighty-four people left a comment for the question, "What new topics would you like to see addressed in the CTBL newsletter?" Some suggestions included requests for research on sight loss and profiles of library staff. Some stated genres they'd be interested in reading more about, such as history, local history, and religion. For the complete list see Appendix C.

Comments

More than 550 people left comments about their experiences with CTBL. Many comments reflect the extremely positive impact CTBL has on its patrons' lives. Patrons frequently mentioned the courtesy and helpfulness of

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CTBL staff and the joy and fulfillment they get from still being able to read, despite their sight impairment. Several comments also requested more information on the digital download service and descriptive video, as mentioned above. For the complete list see Appendix D.

Conclusion

Overall, respondents were very satisfied with CTBL, with 99 percent ranking CTBL service as "excellent" or "good." Satisfaction was consistent among most subgroups. When examining how groups of patrons responded to questions related to satisfaction with specific aspects of the service, one subtlety began to emerge. Patrons who experienced vision loss before the age of 18 were slightly less satisfied with the book titled selected for them and they were slightly less satisfied overall. This subtlety offers insight on which patrons and services to focus attention on to improve patron satisfaction.

The library's value is evident in the comments written by patrons themselves. These comments demonstrate the indelible impact CTBL has on its patrons' lives. According to its own patrons, CTBL is to be commended for providing a much-needed service to a diverse group of users throughout Colorado.

"Your service has been a life saver for me. Thank you."

"Losing my ability to read has been an extremely difficult adjustment for me. The CTBL helps me connect to my world, stay current on new information, and gives me hope to continue learning throughout my life. Thank you for all you do."

"I look forward to Fridays when I usually receive a new selection of books. My life is so much more pleasurable with the books as reading has always been a high priority for me. Special requests are sent to me very promptly, staff have always been helpful and pleasant. I really do not think I could do without you people and the services you provide."

COLORADO TALKING BOOK LIBRARY
2008 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 October 6, 2008. If you would like to fill out the survey via the Internet, go to <http://www.LRS.org/ctbl>. 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 with staff at the library, including by phone, e-mail, mail, or walk-in? 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

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. Did you know CTBL provides digital download of audio books?

Yes No

7. Do you have access to a computer with a broadband Internet connection that you can use to download digital audio books?

Yes No

8. Which of the following devices do you use to listen to digital books away from your computer? Mark all that apply (X):

iPod

Other MP3 player

PDA (Blackberry, Palm, etc.)

Phone (including iPhone)

None of the above

9. 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

10. How has the library service been valuable to you?

Mark all that apply (X):

Read for pleasure (bestsellers, magazine, 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 _____

11. 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

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

Quality of the cassette machine we have loaned you
Excellent Good Fair Poor

12. Overall, how would you describe the quality of service you receive from the Colorado Talking Book Library? Mark one (X).
Excellent Good Fair Poor

13. What new topics would you like to see addressed in the CTBL newsletter? Please share your ideas below.

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.

14. What city do you live in?

15. What is your gender?

Male Female

16. What is your age group?

1-5 6-12 13-17 18-21
22-40 41-60 61+

17. 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)

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

Preschool Elementary School Middle School
High School College Not applicable
Other - Please specify _____

19. When did you begin to lose your sight?

Blind from birth
After birth, but before age 6
Between the ages of 6 and 18
Between the ages of 18 and 64
When you were 65 or older
Not applicable

20. What is the main cause of your blindness or visual impairment?

Diabetes
Glaucoma
Macular Degeneration
Accident
Not applicable
Other - Please specify _____

Optional Information:

21. Name: _____

22. Phone number: _____

23. May we call you? Yes No

Appendix A
Questionnaire

24. Please feel free to share your comments about the Colorado Talking Book Library and the services we provide.

Please use the enclosed envelope to return via mail to Library Research Service.

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

Appendix B
Responses to "Other" for Cause of Blindness

What is the main cause of your blindness or visual impairment? Choose one.
(?)
NO DIAGNOSIS
NOT SURE
UNKNOWN
UNKNOWN
UNKNOWN
UNKNOWN
UNSURE OF CAUSE
Accident/TBI
auto accident
abuse
age
AGE
Aging
DON'T KNOW-OLD AGE?
ALBIMISM
Albinism
ALBINISOM 20/400 VISION
ALBINOIZM
AMBLY OPIA
AMD
angeoid streaks affects sight like MD
ANIRIDIA
ANTERIOR ESCHEMIC OPTIC NEUROPOTHY
ANTERIOR ISTHEMIC OPTIC NEUROSIS BLOOD SHUT OFF TO OPTIC NERVES ON 16 SEPT 2005
ASPBURGERS SYNDROME
AUTISM
AVM BRAIN OPERATION 1984
BELATOPTIC NERVE HYPOPLOSIA
BETCHETTS SYNDROME
BI-RETINAL DETACHMENT
BIRHT
BIRTH DEFECT
BIRTH DEFECT
BIRTH DEFECT

Appendix B
Responses to "Other" for Cause of Blindness

BIRTH DEFECT
birth defect - microphthalmie
BLIND IN ONE EYE SINCE BIRTH I HAVE DYSTORIA THIS IS THE REASON FOR USING CTBL AM UNABLE TO HOLD A BOOK UP FOR TOO LONG
CONGENITAL
CONGENITAL CATARACT-AMBLYOPIA
congenital cataracts
CONGENITAL CATARACTS
CONGENITAL CELABOMUS WITH NYSTAGME
CONGENITAL OPTIC MERVE HYPOPLASIA
CONGITAL KIND OF THING
born visually impaired
BORN WITH A PARTIAL CHROMOSOME DELETION, WHICH CAUSE SECONDARY DEFECTS, INCLUDING UNDERDEVELOPED OPTIC NERVE
PRESENT AT BIRTH
COMPLICATIONS @ BIRTH
blepharospasm
BRAIN INJURY
BRAIN INJURY OPTICAL NERVE IMPAIRMENT
BRAIN TUMOR
BRAIN TUMOR
brain tumor - meningioma
EYES WERE (?) WHEN A BRAIN TUMOR WAS REMOVED
C.P.
CANNOT READ
CATACACTS BOTH (?)
Cataracts
Cataracts
CATARACTS
CATORACTS
catracts at birth
CEREBRAL DAMAGE-EYES
CEREBAL PALSEY
cerebral palsey
CEREBRAL PALSEY
CEREBREAL PALSEY
cerebral hemorage at birth
CMV/RETINAL DETACHMENT
COGNITIVE ISSUES THAT MAKE ACCESSING PRINT MATERIAL DIFFICULT
COGNITIVE ISSUES THAT MAKE ACCESSING PRINT MATERIAL DIFFICULT
COMPLICATED FROM SURGERY CAUSED TOTAL BLINDNESSIN ONE EYE
CONE ROD DYSTROPHY

Appendix B
Responses to "Other" for Cause of Blindness

DYSLEXIC
dyslexic/LD
READ DISABILITY TEXT RECOGNITION DISORDER DYSLEXIC
DYSLEXICA
MY KIDS HAVE DYSLEXIA
EYE TRACKING/DYSLEXIC
END STAGE LIVER DIEESEASE
endothelial dystrophy
EYE DIEASE
F.E.V.R.
ANESTHESIOLOGIST DURING BACK SURGERY DID NOT TRANSFUSE BLOOD UNTIL TO (?)
CAUSED BY SURGERY
Dr. severed the optic nerve during operation
FOLLOWING SURGERY, BUT IT HAS IMPROVED. HOWEVER, HOW I HAVE CATARACTS ON BOTH EYES AND IT'S GETTING WORSE AGAIN
FOLLOWING SURGERY, BUT IT IS IMPROVING. HOWEVER, HOW I HAVE CATARACTS ON BOTH EYES & IT'S GETTING WORSE AGAIN
FUCH'S COM(?)
FUCH'S ENDOTHELIAL DYSTROPHY, CATARACTS, MACULAR DEGENERATION, IRREGULAR ASTIGMATISM
Glaucoma and I had a stroke in 2006
& GLAUCOMA
Glaucoma due to diabetes
Glaucoma, macular degeneration
and Glaucoma
GLAUCOMA, WRINKLES RETINA
GRAVES ORBITOPATHY
GUNSHOT WOUND TO HEAD
GUNSHOT WOUND TO HEAD
HEAD INJURY
HEAD INJURY
HEREDITY
HEREDITY
A genetic disorder called Norries disease
GENETIC
GENETIC DISORDEE
GENETIC EYE DISEASE

Appendix B
Responses to "Other" for Cause of Blindness

GENETIC PROBLEM
HISTO PLASMOSIS
histoplasmosis
HOLE IN MACULA (?)
HYPO PLASGIA
HYSTOPLASMOSIS
I AM BRAIN DAMAGED
I HAD A "MINI"
I HAVE A PAINFUL DRY EYE CONDITION THAT DOESN'T PERMIT ME TO READ VERY LONG AT A TIME
I HAVE KERTO-KONUS, EYE DISEASE CORNEAL TRANSPLANTS, CORNEAL EYE DISEASE
I use CTBL because I can listen to books faster than trying to read books.
Illness
Illness
Illness
Illness
I'M PHYSICALLY HANDICAPPED, NOT BLIND.
PHYSICAL HANDICAP-CANNOT MOVE ARMS OR HANDS
INHERITANCE BORDERLINE DIABETES
INJURY
inter vein stroke
IRLENE SYNDROME
kera contous
keratakonis
keratoconus
LABOR'S CONGENITAL AMAOUROSIS OR LCA tfrr.org FOR MORE INFO
LEARNING DIABILITIES
learning disabilities/visual processing
LEARNING PROBLEMS
LEBERERS CONGENITAL AMAROSIS
LEBERERS CONGENITAL AMAROSIS
LEBER'S
LEBERS SYNDROME (GENETIC RECESSIVE CONDITION)
limited reading ability due to developmental disability limited cognitive ability
macular degeneration and glaucoma
& MACULAR DEGENERATION
AND MACULAR DEGENERATION
MENEGITIS
MENTAL RETARDATION
METABOLIC DISORDER

Appendix B
Responses to "Other" for Cause of Blindness

Migraines
M.S. SET BACKS FROM MS
MS
MS
MS
MS
MS
MS
MS
MS
MS
MS
MS
MS
MS - blind in rt eye cataracte double vision in left
multiple sclerosis
MS AND BLEPHARITIS
MULTIPLE DISABILITY
MUSCLE WEAKNESS (EASILY TIRED)
MYASTHENIA-GRAVIS
NERVE ATTROPHY
NEUROLOGICAL-OPTIC NERVE BRAIN TUMOR
NON AGE RELATED
nystagmus
NYSTAGMUS & ESOTROPIA
OBSTRUCTED VEIN
OCULAR HISTOPLASMOSIS
OCULAR MELONOMA/MS
OCULARHISTOP LASMOSIS SYNDROME
OPTIC ATHROPHY & GLAUCOMA
OPTIC ATROPHY
OPTIC NERVE ATHROPHY
ATROPHY OF OPTIC NERVE
optic nerve atrophy
OPTIC NERVE HYP(?)
OPTIC NERVE HYP(?)
OPTIC NERVE HYP(?)
OPTIC NERVE HYPERPLASIA

Appendix B
Responses to "Other" for Cause of Blindness

OPTIC NEURITIS
OX(?) 29 WEEKS PREMATURITY
PAN IRITIS BOTH EYES UVETIS BOTH EYES RETINIS BOTH (?)
Parkinsons
PONTO CEREBELLAR HYPOPLASIA
POST POLIO MUSCLE FATIGUE OF SIDE TODIDE EYE MOVEMENT
premature baby blindness
premature birth
PREMATURE BIRTH
premature birth
PREMATURE BIRTH
BORN PREMATURE
PREMATURITY
PROCESSING
PUSLEXICE
PXE
PXE (PSEODOXANTHOMA ELASTICUM)=GENETIC CONDITION
RADIATION RETINOPATHY
RARE BONE STIKLER DISEASE
REACTION TO MEDICATION AFTER BYPASS, LOST EYESIGHT. BROCAINANIDE WAS THE DRUG
reading disability
READING DISABILITY & ADD.
READING PROCESSING PROBLEMS
RET(?)
RETINA T.
RETINA-BLDSTOMQ (?)
RETINAL DAMAGE/DETERIORATION
retinal detachment
RETINAL DETACHMENT
RETINAL DETACHMENT
RETINAL DETACHMENT (CONGENITAL)
RETINAL DETACHMENT IN ME GOOD EYE
retinal dystrophy
RETINAL DYSTROPHY
RETINAL NUCROSIS
RETINAL NUCROSIS
RETINAL OCCLUSION
RETINAS NOT ALIGNED WITH LENSES
RETINISIS PIMATOSA
RER(?) PIGM(?)

Appendix B
Responses to "Other" for Cause of Blindness

retinitis pigmentosa
retinitis pigmentosa
R. P.
R.P.
RETINITIS PIGMENTOSA
RETINITIS PIGMENTOSA
RETINITIS PIGMENTOSA
RETINITIS PIGMENTOSA
RETINITIS PIGMENTOSIS
RETINITIS PIGMENTOSIS
RETINA PIGMENTOSUS
RP
RETINITIS PIGMENTOSIS
RETINOBLASTOMA
RETINOL DETACHMENT
ROP
ROP
retinopathy of prematurity
RETNA OPATHY OF PREMATURITY
RIGHT EYE AT BIRTH NOT FORMED BUT VERY SMALL
RLF
RLF
rIf
ROD/CONE DYSTROPHY
SCAR ON CORNEA, SCAR ON RETINA
SENSORY PROCESSING DISORDER
septo optic dysplasia
SEPTU-POTIC DUSPLASIA
shaken baby syndrome
SHINGLES

Appendix B
Responses to "Other" for Cause of Blindness

SHUNT MALFUNCTION
SIDE EFFECT OF RADIATION (1980) SEVERE DRYNESS TOO
SKIN CONDITION
SPEECH LANGUAGE
STARGADT'S DISEASE-RARE FORM OF MACULAR DEGENERATION
STARGARDT
STARGARDTS
STARGARDTS
Stargardt's Disease
STARGARTS DISEASE AKA JUVENILE MACULAR
Sticklers syndrome - retinal detachment cataracts
STRABUSMUS OPTIC NERVE ATROPHY NYSTAGMUS
DAMAGE TO OPTICAL NERVE DUE TO STROKES
I HAD A "MINI" STROKE THAT KILLED THE OPTIC NERVE IN MY GOOD EYE. THE OPTIC NERVE IN THE OTHER IS DEFECTIVE-SINCE BIRTH. IT TOOK JUST 5 DAYS TO TO FROM 20-20 VISION TO 20-400
Stroke
stroke at 88
stroke at age 49, choroideremia
BRAIN INJURY FROM STROKES, PROBLEMS WITH LONG & SHORT TERM MEMORY RETENTION
STROKE DURING HEART BY-PASS SURGERY
STROKE OF OPTIC NERVE DUE TO MEDICATION
strokes
STROKES IN EACH OPTIC NERVE
sun damage
SURGERY PITUATARY TUMORS
SYNDROME UNIDMTIFIED
SYSTEMIC INFLAMMATION-UVEITS
TOO MUCH OXYGEN IN INCUBATOR
TORN RETINAS
toxic plasmosis

Appendix B
Responses to "Other" for Cause of Blindness

toxic plasmosis
TOXOPLASMOSIS
TRAUMATIC BRAIN INJURY
UNDEVELOPED RETINA, THEN RETINA DETACHMENT
Usher S.
UVEAITIS, NEURITIS
UVEITIS
VEHINOPATHY OF PREMATURITY
vein occlusion
vein occlusion
Vertigo
I'VE GOT VERTIGO WHICH MAKES READING & COMPUTERS VERY DIFFICULT
Vestibular complications prevent me from reading for any length of time
VISION IMPAIRED DUE TO CONSTANT EYE MOTION, IRREGULAR EYE-SHAPE, NEARSIDED
VISUAL MOTOR DYSTUNCTION
WET TYPE

Appendix C
Newsletter Suggestions

What new topics would you like to see addressed in the CTBL newsletter? Please share your ideas in the space below.
At one time I ordered books via e-mail. My computer will not accept you e-mail address due to the period in it. I would prefer this method of ordering books. How do I download books from your site? I do appreciate your service Donna Decker
I don't really have any. My greater interest is in the digital books because of the ease and portability of the playback devices. Since being introduced to Unabridged, I've used the library considerably less but not because of anything the library has done wrong. I'd really like to see the many titles in the library made available on line in a MP3 format.
i haven't ordered a book in a while because i have the old machine and it has become too bulky to deal with. if i understood correctly i can now download books and if that is the case i will order more often. i also hear you have new machines. if so, i would like more information. this would certainly be much better for travel, as we do a lot of that.
Current news about Access-A-Ride
More information concerning your digital transformation process. When will digital audio players be released for use by patrons of Colorado talking book library?
NOTHING
MORE MENTION OF THE BOOKS IN THE COLORADO COLLECTION
SECTION ON AGEING
WHAT IS BEING DONE TO CORRECT MACULAR DEGENERATION/BLINDNESS
MORE ABOUT RESEARCH FOR PEOPLE WITH WET MACULAR DEGENERATION
MORE BKS ON AMERICAN INDIANS
NOTHING LACKING IT SEEMS
Can't think of anything.
Can't think of anything.
care of the equipment and books--make patrons aware of the importance of caring properly for them
NONE
cassette version of survey
REMIND PEOPLE TO SEND BOOKS BACK ON TIME.
mention books new books of interest staff reviews? cassette survey request
MORE ABOUT WHAT IS BEING DONE FOR THE BLIND IN THE COMMUNITY.
RECEIVED SURVEY ON CASSETTE
KEEP US ABREAST OF NEW THINGS COMING UP--ANY CHANGES OCCURRING
MENTION THE DVD COLLECTION FOR USE
NONE
fine the way it is
entertainment
Can't read it.
Do you have the newsletter on tape?
maybe more movies on VHS
More stuff about American Council for the Blind.
I feel you cover very well whatever interest a person might have.
not really
Don't get it.

Appendix C
Newsletter Suggestions

personal growth and health
Don't use it when it comes in print. I am blind.
Thank you for this service. It has opened up my ability to "read" again
how to get more material that is not avail locally. getting it produced .
none
mAYBE SHOULD SAY HOW OFTEN TO EXPECT THE NEWSLETTER.
The continued work on new players and this digital book thing I didn't know about.
EVERYTHING IS WELL COVERED.
I think the news letter covers everything regarding books and the developement of the new players and I can't think of any new topics you should cover.
Interested in learning more about how people cope with macular degeneration. Also, more about how to learn braille. Maybe a class on the computer.
Greater concentration on Christian Bible unfo, studies,lessons for all age groups (I am a pastor,counsellor, missionary, Bible teacher, preacher)
Information about computer screen reader
NO CLUE
Christian catagory
more kid books for the younge blined kids
More titles on tape and CD's
Loves it!
FEATURING SOME OF YOUR PATRONS WOULD BE NICE. DIFFERENT SERVICES OFFERED BY PATRONS. CALL IT THE LIBRARY LINK.
Blind
As long as I can go to libraries, I get a good variety so am satisfied at this time. Many of us would have little to do without your services.
do not use
none
Old West War's Romanie mystery
You could highlight the people who work at CTBL more, so we get to know them better.
good as it is
make documentaryps
political commentary humor (more) contemporary biography (more)
learning tools numbers, time, money mgmt
current topics used very satisfactory.
Topics on Islam
just want the Bible & debate
I really don't read the newsletter - my husband looks at it - no suggestions except promoting more descriptive services for TV shows.
Large print would be appreciated.
good
items for school
topics on growing old
none at this time
I like the stories news CTBL like it is. Wonderful.
Government

Appendix C
Newsletter Suggestions

The science of mind by Earnest Holmes. I have the book for you to use.
Fine
Fine
At our request, we do not receive hardcopy newsletter.
None that I can think of
helpful hints for kids heading off to college and how the library can help them w/their studies.
I need to get up-to-speed on digital offerings.
none at this time
Eyesight very poor - reading not possible family reads newsletters
Don't know
More information on employment opportunities with your organization
ANY TYPE OF TRANSPORTATION IDEAS. IT IS A HUGE PROBLEM!
WOULD LIKE MORE OF THE TAPES THAT'S ALL THE RESOURCES WE RECIEVE.
HAVE RECOMM(?)
I REALLY DON'T KNOW, I DO SOME ART'S & CRAFTS, BECAUSE I'M PARTIALLY LEGALLY BLIND IT'S CHANGING, AND FUN TO BE CREATIVE EVEN IF YOUR IMPAIRED SOME WAY.
MORE ON IPOD DOWNLOADS, MP3 PLAYERS-INSERVICE ON DOWNLOADING.
TOP PREACHERS IN U.S.-LESS VULGAR TALK & SEX IN BOOKS.
I RECEIVE THE TOPICS MAGAZINE, BUT HAVE NOT RECEIVED A NEWSLETTER.
I THINK YOU SHOULD HAVE A SYSTEM LIKE NETFLIXS WHERE YOU HAVE A BIG LIST AND WHEN YOUR DONE YOU MAIL IT BACK AND YOU SEND THE NEXT ONE OUT.
JOB/CAREER HUNTING
MAYBE SPOTLIGHT A STAFF MEMBER OR VOLUNTEERS IN EACH ADDITION.
WHEN A NEW MEMBER STARTS, INSTRUCTION HOW TO GET BOOKS. HOW TO SEND BACK. BASIC QUESTIONS WE STILL DON'T KNOW AFTER 15 YEARS. WHY WON'T THE MAIL MAN TAKE THE BOOKS.
LIFETIME STORIES
"HOW TO" NEW TECHNOLOGY
DO NOT KNOW
BEST SELLING! OPRAHA'S BOOK LIST
DOING FINE JOB AS IT IS.
AUTOBIOGRAPHIES OF PEOPLE PART 80.
COMPUTER DOWNLOADING DIGITAL
MORE ABOUT BRAILLE
COMMUNTIY SERVICES OUTSIDE OF DENVER
TO ME THIS IS SUCH A WONDERFUL SERVICE THAT I MARVEL AT YOUR EFFICIENCY.
YOU DO A VERY GOOD JOB.
NONE
ON HOW SCHOOL TEACHERS ARE INSENSITIVE TO CHILDREN WITH VISUAL IMPAIRMENT.
NO NEED
TRIED & TRUE
MASTERS LEVEL COURSES. I TRIED TO TAKE A CLASS ONLINE BUT I DIDN'T HAVE TIEME TO CONVERT THE PDF. FORMAT FOR USE.
CAN'T THINK OF ANY NEW TOPICS BUT I FIND THE NEWSLETTER INFORMATIVE AND LOOK FORWARD TO RECEIVING IT.

Appendix C
Newsletter Suggestions

LOCAL RESOURCES FOR SERVICES OUTSIDE THE DENVER AREA.
I WOULD LIKE TO KNOW MORE ABOUT THE PEOPLE WHO READ THE BOOKS TO US. THEY BRING THEM ALIVE!!
PSYCHOLOGY RELIGION
I LIKE EVERY TOPIC EXCEPT-THE TOPICS I DO NOT LIKE TO READ ABOUT-VIOLENE, SEX, BAD LANGUAGE ETC.
I'M SATISFIED WITH THE CURRENT CHOICES
YOUR DOING A GOOD JOB. KEEP AS IS.
SCIENCE, TECHNOLOGY, HISTORY, BIOGRAPHY
DVD MOVIES
NEW TAPE MACHINES. THE OLD ONES IS VERY LARGE FOR MODERN TECHNOLOGY. NEED TOO MANY READERS.
I WOULD LIKE TO USE CD'S OR DIGITAL DOWNLOADS FROM NOW ONL I DON'T LIKE THE BULKY AND CUMBERSOME CASSETTE PLAYER.
MORE RESOURCES FOR MORE INDEPENDENT LIVING!
FOR KIDS
COMEDY
I HAVE NOTHING RIGHT
I WOULD LIKE MORE INFORMATION ON VIDEO AVAILABLE WHETER DVD OR VHS
NOTHING SPECIFIC
MORE BOOKS LISTED
SEX, COOKING, GUARDING COMPUTER, GUITAR, PIANO, BANJO, (?), HARMONICA, MASTERING SEX POSITIONS.
more info on digital recordings and new technology
I DON'T KNOW
CONTINUE WITH THE GREAT WORK YOU DO, THIS SERVICE HAS REALLY HELPED ME WITH MY SCHOOL WORK. THANK YOU.
BIBLE & SPIRIT BOOKS
BETTER WAY TO SEARCH BY COMPUTER FOR AUTHORS, TITLES, SUBJECT MATTER. CURRENTLY NEED A PRECISE TITLE, ETC, FOR POOR SPELLERS IT IS MORE DIFFICULT.
THE NEWLETTER IS FINE. HOWEVER, UNDER FICTION, IF A BOOK IS A ROMANCE OR SCIENCE FICTION NOVEL, IT WOULD BE HELPFUL IF MARKED WITH A "R" OR "SF".
I WOULD LIKE PERSONAL PROFILES & A PICTURE OF THE READER ADVISORS THAT I TALK TO ON THE PHONE! EACH ONE IS DELIGHTFUL AND I WOULD LIKE TO KNOW THEN BETTER.
MY WIFE READS THE CTBL TO ME. ALWAYS INTERESTED IN THE AIDS AND HELP FOR YOUNG PEOPLE WITH LIMITED SIGHT. WHAT WONDERFUL WORK YOU DO.
MORE BEST SELLERS AND UP TO DATE
I AM NOT TO GOOD WITH ALL THE NEW CD'S ETC. AS A PARENT OF LD CHILDREN. WHAT'S THE BEST TO USE NOW? (PARENT RESPONSE)
SAY A MIXED VERSION OF COOKING ELECT(?) SAY USING ONE'S IMAGINATION TO A VARIETY OF INTERESTING IDEAS INSTEAD OF THE SAME OLD GRIND.
HEALTH MONEY MANAGEMENT, WORLD AFFAIRS, EDUCATION, HUMOR, WORD SEARCH, WAYS TO CONTRIBUTE THOSE LESS FORTUNATE
I WOULD LIKE TO LISTEN TO MUSICALS
EVENT TO BE POST MORE THAN 1-MONTH IN ADVANCE, IF POSSIBLE

Appendix C
Newsletter Suggestions

WHAT NEWSLETTER??
DO NOT READ
DO NOT READ
YOU COULD OFFER MORE SPRITUAL ONES AS I AM A MISSIONARY.
NO IDEAS AT THIS TIME
CAN I ORDER SPECIFIC BOOKS FROM YOUR LIBRARY ONLINE?
ITEMS ABOUT COLORADO
I'D LIKE TO SEE SOMETHING ABOUT ECONOMICS.
HISTORY OF COLORADO
E-MAIL OR DISCONTINUE THE MAIL VERSON
more about digital audiobooks
FINANCIAL-STORIES-PERSONAL-DISCOVERY
I ALSO HAVE A HEARING PROBLEM & SOME TAPES ARE BETTER THAN OTHERS.
DOING A FINE JOB
THE NEWS LETTER SEEMS TO BE FOR NORTHERN COLORADO AND WE LIVE IN SOUTHERN COLORADO.
SPECIFIC INSTRUCTIONS ABOUT DIGITAL FORMAT. APPLE & PC. EASE OF USE.
NO NORA ROBETS, DANIELLE STEELE, TOO MUCH SEX.
CURRENT BEST SELLERS, SCIENCE OCEASS(?) NOVEL
SCIENCE; CLASSICS CURRENT BEST SELLERS
DRAGONS, ELFS, SCRIPTS FOR MOVIES OR BOOKS OF POPULAR MOVIES
WHAT ABOUT THE CONVERSION TO CD ROM/DVD
N/A
NEW ADULT TITLES-LARGE PRINT, AS WELL AS ON TAPE-THAT ARE BECOMING AVAILABLE, UPDATES ON NEW DIGITAL MACHINES & FORMAT.
MY EYES HAVE GOTTEN WORSE, I HAVEN'T BEEN ABLE TO READ FOR 2 YEARS-I SURE MISS IT.
NOT SURE
WORLD WAR II
COMPUTER USE
IS THERE TRAINING-JOB'S. I HATE GOING (?)
BOOK REVIEWS
KEEP UP GOOD WORK-THAT'S ALL
WE DON'T GET THE NEWSLETTER
READING FOR MULTIHANDICAPPED CHILDREN
A CURE FOR MD.
BRAILLE NEWSLETTER, PLEASE.
MORE AMERCIA GIRL BOOKS
GARDENING CRAFTS
SO FAR, SO GOOD
PRE-BRAILLE LITERACY, PARENT RESOURCES/OPPORTUNITIES/YOU DO WELL WITH THIS AND WE CAN ALWAYS USE MORE INFO. WE ARE ANSWERING FROM THE FROM THE PERSPECTIVE OF OUR BLIND 4 YEAR OLD SON.
BOOKS ABOUT INTERNATIONAL SPACE SYSTEM
COLORADO HISTORY

Appendix C
Newsletter Suggestions

MORE MOVIE TITLES
DOGS,ANIMALS
DID NOT RECEIVE
YOUR NEWSLETTER SEEMS COMPLETE TO ME
I DON'T GO BY TOPICS. AT 88 YEARS I JUST LIKE TO ENJOY GOOD FAMILY-TYPE BOOKS/WRITERS.
HOW YOU MIGHT GET MORE YOUNG ADULT CHOICES OF BOOKS OR ROMANCE BOOKS MYSTERY BOOKS
A LIST OF NEW RELEASES, AND TOP 20 LISTS
CAN'T READ IT
NOTHING THAT I CAN THINK OF AS OF NOW.
YOU MIGHT MENTION THE RIDE SERVICE FOR DOCTOR APPOINTMENTS & GROCERIES BY FIRST RIDE FOR DISABLED SENIORS. 720-540-5566
CAN'T READ IT
GOVERNMENT ISSUES
PERHAPS YOU COULD ADD A SECTION THAT OFFERS SERVICES OR EVENTS FOR THE BLIND AND VISUALLY IMPAIRED.
NEW RELEASES
DO YOU HAVE LARGE PRINT BOOK & MAGAZINES? I'D LIKE THAT AS I CAN (?) NOW SEE LARGE PRINT & FIND I PREFER IT TO AUDIO. I'D LIKE THAT INFORMATION IN THE NEWSLETTER.
HOW TO DOWNLOAD VIDEO BOOKS
GOOD ANIMAL STORIES DO NOT COME MY WAY VERY OFTEN. I WOULD LOVE TO RECEIVE MORE PET STORIES (?) PEOPLE ESPECIALLY WHEN THEY ARE ACTING (?).
HOW BOOKS ARE SELECTED TO BE TAPED
MORE REVIEWS OF BOOKS
NO NEW IDEAS RIGHT NOW
DIGITAL DOWNLOADS
HOW TO DOWNLOAD BOOKS LISTS OF BOOKS AVAILABLE TO DOWNLOAD
ARTICLE ON COLORADO IN THE 1800'S
RELIGIOUS TOPICS
CAN'T SEE ENOUGH TO READ
CAN'T SEE ENOUGH TO READ
I CAN'T THINK OF ANY
SATISFIED CUSTOMER!
POLITICS ALWAYS. HEALTH ISSUES
CAN'T READ IT
REMINDING PATRONS TO RETURN BOOKS PROMPTLY
THE AVAILABILITY OF AFRICAN-AMERICAN TITLES, INCLUDING THESE TITLES WHEN RECOMMENDING THE AVAILABILITY OF BEST SELLERS.
DON'T KNOW
POLITICS & THE ELECTION
I HAVEN'T USE AS MUCH LATELY
CAN'T THINK OF ANY!
SEND THE NEWSLETTER ON CASSETTE TAPE
HOW IT IS (GREAT)

Appendix C
Newsletter Suggestions

STUFF FOR COLLEGE-INFORMATION
NO SUGGESTION
LIST ALL NEW BOOKS
MORE ON FUTURE DISTRIBUTION MEDIA-DOWNLOADS, FLASH CARDS, PLAYER MACHINES/SOFTWARE
LOTS OF TALKING TAPE FAULTY
I'D LIKE MORE BEST SELLERS COVERING ALL TOPICS
MORE RELIGIOUS BASED BOOKS
NEED TO HAVE MAGAZINES ON CASSETTE SPECIFICALLY FROM OUTDOOR LIFE AND FIELD AND STREAM.
HOW TO OBTAIN & LEARN TO USE A FREE MP3 RECORDER-HOW TO USE A COMPUTER? I CAN'T AFFORD ONE & MY COMPUTER SAVVY IS PRE-DISCOVERY OF FIRE. WOULD NEED HELP GETTING BOOKS THAT MAY SEEMS FAR PREFERABLE TO TAPE APPARATUS DEPENDING UPON TIME INVOLVED TO DOWNLOAD.
I ENJOY WESTERN PAST (MUSIC & HISTORY)
ADVANCED NOTCIE OF NEW TITLES
ENJOYS WESTERNS BEST
DVD'S PERSONAL DIGITAL PATRON STORIES WEB BRAILLE BOOK REVIEWS FROM PATRONS AND READERS
OLD WESTERN
TO LEARN MORE ABOUT HELP I MAY RECEIVE IN A COLLEGE SETTING FOR UPCOMING BOOKS NEEDED FOR FALL SEMESTER
MAYBE A LIST OF THE TOP BESTSELLERS OR MUST FREQUENTLY READ BOOKS?
HOW DO I GET MAGAZINES (TEEN) ON THE COMPUTER. I NEED FALLEN ANGELS FOR SOPHMORE SCHOOL YEAR WORK BY WALTER DEAN MYERS. HOW IS THIS AVAILABLE. I HAVE DIAL UP INTERNET SERVICE ONLY.
NONE
YOU REALLY MEET MY NEED NOW
CURRENT EVENTS
HOW TO GET ADAPTIVE COMPUTERS/SOFTWARE/MONITORS INCLUDE COUPONSA LIST FOR LOCATIONS WHERE SUPPLIES FOR THE BLIND CAN BE FOUND
HOW TO GET ADAPTIVE COMPUTERS/SOFTWARE/MONITORS INCLUDE A LIST COUPONS FOR LOCATIONS WHERE SUPPLIES FOR THE BLIND CAN BE FOUND.
I THINK THEY PRETTY MUCH COVER IT ALL, BUT I REALLY ENJOY THE TRUE ANCIENT OR PRE-HISTORY RESEARCH MATERIAL FROM AL OVER THE WORLD (?), (?) AND ASTROMOMY EVEN THE NOVELS BASED ON TRUE POSSIBILITES ON ASTROMOMY.
LESS VIOLENCE AND SEX (WHEN POSSIBLE)!
NONE
CAN'T READ NEWSLETTER NOT APPLICABLE
ANY KIND OF TOPIC
NOTHING AT THIS TIME
SO FAR EVERY TOPICS IS GO EXCELLENT.
CREATING A BOOK CLUB FROM CTB'S
MORE READERS FOR A FASTER TURN OUT
I CAN NOT THINK OF ANY THING AT THIS TIME

Appendix C
Newsletter Suggestions

BOOK CLUB, BOOK SIGN (?) AUTHOR, COFFEE AT THE LIBRARY DAYS.
HAVEN'T ANY
ACCESS TO GRANTS FOR TECHNOLOGY
LARGE PRINT-SIDE EFFECTS OF BRAIN TUMOR, SPACEY MIND NEED LARGE PRINT
NEW MACHINES FOR CD'S
AMERICAN REVOLUTIONARY PERIOD ECONOMICS, FINANCE & GEO-POLITICS
NO COMMENT
I HAVE NOT USED ANY OF THESE SERVICES.
HOW TO FIGURE OUT HOW TO USE OTHER DEVICES TO PLAY BOOKS. HOW DOES MAGAZINE RENTAL WORK?
DON'T KNOW
ACCESS TO ACADEMIC LITERATURE
NONE
AVAILABLE TECHNOLOGY
NEW TECHNOLOGY AFFORDABLE READING MACHINES PODCASTS
THE ECONOMY JOBS FOR THE VISUALLY IMPAIRED
THE LATEST/NEWEST BOOKS OUT THERE FOR PRE-TEEN BOYS. ALSO DO YOU CARRY SELF HELP TYPE BOOKS ON IMPROVING SELF ESTEEM, DEVOTIONAL TYPE MATERIAL?
GENERAL NEWS
NO
BOOKS ON SAINTS LIVES ADVENTURE BOOKS FOR GIRLS BOOKS ABOUT ARTISTS
WORLD HISTORY, MUSIC
WORLD HISTORY MUSIC

Appendix D
Comments

In the space below, please feel free to share your comments about the Colorado Talking Book Library and the services we provide.
THANKS FOR ALWAYS BEING THERE WHEN I WANT TO READ. I KNOW WE DON'T SAY THANKS OFTEN ENOUGH BUT WE DO APPRECIATE IT.
Excellant & I enjoy the service!!!!
I am looking forward to the new cassette player. The present one is bulky to carry. If I e-mail a list of titles to you, will these be sent to me? How can I use e-mai, when my computer does not accept your address?
Wonderful - I don't know what my Father would do without your books to listen to. Thank you. Sherri LaSelle (Marvin's daughter)
Love the service.
Thank you
Well, I guess I should have put some of the comments above down here instead. Although I don't use the library as often as I used to, I still appreciate the service you provide and consider it valuable to me.
I like the Talking Book Library. I enjoy all of their services from books, videos, & magazines, all the services are great. I enjoy getting out books to read along with my sighted children. I am encouraged to see the library get more Braille. When doing studies with my children, I have only found the library's one limitation. The library is limited when doing a study on a particular subject.
i could not imagine a world without books. thank you for the opportunity to read again. keep up the good work and again, thank you.
I love having the ability to select an order books on the web. It puts me in control of my reading. I also love the digital download service. I'd like to have similar access to CC books. BTW, this survey should have asked about the Web Opec, (sp) as that may be the best single feature of CTBL.
I really like the digital books and the video collection. You didn't list the Stream in choices for digital.
Service that you provide is an excellent service for me. You have a wide array of topics and books that I can choose from which I really appreciate. I have been reading about the digital transformation age through the Colorado talking book library and I was wondering when that process will be completed and how is it going for you?
Extremely valuable and appreciated
I REALLY APPRECIATE IT. IT HELPS A LOT TO PASS THE TIME. I LIKE IT.
WHEN GETTING BOOKS AUTOMATICALLY, THEY ARE NOT IN SEQUENTIAL ORDER. I VERY MUCH APPRECIATE THE CTBL AND FRIENDLY, EXCELLANT SERVICE, AND THE WAY WE HELP HIM FILL HIS DAYS.
EXELLENTALLY RUN TOP TO BOTTOM, PEOPLE ON PHONES ARE PERSONABLE. HOPE THAT THEY WILL CONTINUE TO MAINTAIN AND SEND OUT BOOKS ON CASSETTE.YOU GUYS DO A FANTASIC JOB.
APPRECIATES dENNIS. dLSO GETS MOST FROM TH EHISTORY TOPICS HE IS ABLE TO FOLLOW. RETIRED DR AND HISTORY BUFF.
WOULD BE DELIGHTED IF WE WOULD CALL HER.
TRULY APPRECIATE THE WONDERFULL SERVICE AND THE HELP GIVEN TO PEOPLE WITHOUT SIGHT.I ENJOY THE BOOKS!
PEOPLE ARE DOING A GOOD JOB, WOULD BE LOST WITHOUT IT, HAPPY THAT PEOPLE VOLUNTEER HERE ALSO.

Appendix D
Comments

WHEN I HAVE CALLED IN, EVERYONE HAS BEEN VERY COURTEOUS AND HELPFUL. I ENJOY THE NEWSLETTERS AND FIND THEM VERY INFORMATIVE. I'M VERY GLAD TO HAVE THIS KIND OF SERVICE. SUGGESTION: ADVERTISE OUR SERVICES ON A LOCAL RADIO STATION ONCE A WEEK; PUBLIC LIBRARIES SHOULD TELL THEIR AUDIOBOOK PATRONS ABOUT US.
EXCELLENT SERVICE VERY KNOWLEDGABLE READER ADVISORS
10+ I appreciate it . It has helped me, means alot.
THIS SERVICE IS A LIFE LINE TO MY SANITY.
THIS HAS BEEN A BLESSING FOR JOHN AND MYSELF.
Would really like a complete list of Large print books on computer. Interested in biographies or memoires. Enjoys the service very much.
Really enjoys the service.
eAGERLY LOOK FORWARD EVERY WEEK TO 2 NEW BOOKS. sTAFF IS ALWAYS VERY HELPFUL.
EVERYONE IS TREMENDOUS; THESE BOOKS ARE A LIFESAVER! I AM ALWAYS LISTENING TO A BOOK. AUTOMATIC COMPUTER SELECTION HAS INTRODUCED ME TO A NUMBER OF GOOD AUTHORS THAT I WOULD NEVER HAVE KNOWN ABOUT.
Everything is going very, very well. The staff is great. Debbi has done a wonderful job with the library.
HAPPY WITH THE SERVICE AND TO BE ABLE TO GO TO THE LIBRARY. SATISFIED TO BE ABLE TO TALK TO A KNOWLEDGABLE PERSON ABOUT THE BOOKS THAT I WANT. REALLY LIKES BEING ABLE TO DOWNLOAD BOOKS FROM NLS SITE TO VICTOR READER.
iNEVER USED TOSIT W/O A BOOK IN HAND. i DON'T KNOW WHAT i WOULD DO W/O CTBL.
WOULD LIKE TO SEE MORE BOOKS IN SERIES THAT WE HAVE. IMPORTANT TO READ SERIES IN ORDER. OVERALL, VERY HAPPY WITH THE SERVICE.
Vip group in durango, whenever we meet we all agree on only one thing--how great CTBL is.
STILL WAITING TO FIND OUT WHAT WE'RE GOING TO DO ABOUT THE DIGITAL AUDIO. EVERYONE IS VERY NICE AND FRIENDLY.
RECEIVED SURVEY ON CASSETTE.I HAVE BEEN PLEASED WITH EVERYONE AND THE SERVICE. She loves to read.
THINK THAT OUR SERVICE HAS BEEN VERY GOOD. A REAL GODSPEND.
DENNIS IS VERY HELPFUL--SPECIAL RAPPORT
I'M FINE WITH EVERYTHING RECEIVED SURVEY ON CASSETTE
ANYTHING CONCERNING STAFF OR SVS ARE TOTALLY EXCELLANT. RECEIVED SURVEY ON CASSETTE
HAS CERTAINLY BEEN A LIFESAVER FOR ME.
THINK THE SVC IS GREAT. AVAILABILITY OF BOOKS IS ALSO GREAT. REC'VED THE SURVEY ON CASSETTE.
excellent, good and I'm glad you,re there.
Would like some outdoor stories like fishing, camping, and etc. Some western like Roy Rodgers, John Wayne, Andy Griffith, Green Acres
EVERYTHING'S FINE; ENJOY READING FICTION
REALLY ENJOY. USED TO BE AN AVID READER AND TOTALLY ENJOY THE SERVICE. SURVEY WAS ON CASSETTE.
The services are appreciated
VERY, VERY SATISFIELD WITH EVERYTHING FROM THE MACHINES TO THE BOOKS TO THE STAFF. SURVEY WAS SENT ON CASSETTE.

Appendix D
Comments

EVERYTHING IS TREMENDOUS ESPECIALLY STAFF SURVEY SENT ON CASSETTE
CTBL is great and getting even better with time!
CASSETTE SURVEY
Staff is always polite, helpful and informative.
overall an adequate service-gets everytrhing he wants he gets. it's excellent.
VERY HAPPY WITH THE SVC. ALSO HAPPY THAT SHE CAN UTILIZE. REC'VED SURVEY IN LARGE PRINT, BUT LOST IT.
I enjoy their books very much. Thanks so much for these services, they are very much appreciated.
Your service has been a life saver for me. Thank you.
a wonderful service!
Spencer died 7/06. At that time, I returned all the equipment to you. Since then we have received the catalogues and I sent a letter asking you to remove his name. My feedback is that you need to respect when someone asks to be removed. Sincerely, Diane work number 303-924-9461
We really need High School novels and books on disc. it makes it possible to move around through the text
EXCELLENT SERVICE AND I'M GLAD THAT IT'S THERE FOR US.
It's fantastic
VERY PLEASED WITH SERVICE
Dear CTBL, Renate Wood, who was the recipient of this service, passed away in 2007. Please take her off your mailing list, and let me know where to return the tape deck that you provided us with. Thank you, Bill Wood wood@colorado.edu
Blind since birth so why the print material?
It's great
I appreciate your cassette player
It has been so many years since was able to read so is so much a pleasure to be able to do so again. Would like to check out other services you have as time will pervail. I am so grateful that this service is available. As my sight has become less and less seems there are less things to do and reading is and always been a good past time for me. Thank you
IT'S THE BEST THING i HAVE. OF ALL THE SERVICES I HAVE HEARD OF THAT PEOPLE CAN GET, THIS IS THE BEST.
I am waiting to get the newest equipment. What is the timeline?
IT'S REALLY GREAT! I WOULD BE LOST WITHOUT YOU! REC'VED SURVEY IN BRAILLE.
Thank you for your service
SOMETIME SHE WISHES THAT WE WOULD HAVE LARGER LISTS OF NEW BOOKS IN LIBRARY. REC'VED SURVEY ON CASSETTE.
Very satisfactory
QUALITY OF SERVICE IS GOOD. SELECTION COULD BE BETTER.-I AM GOING TO GO OVER HER FILE WITH HER DP SURVEY ARRIVED ON CASSETTE.
My mother's life has been greatly enhanced by your service.
I appreciate the opportunity to again engage in my very favorite pasttime
It is wonderful!
Great staff - very helpful and understanding
I have lost so much. I can't lose you. You are one of my caregivers. Thanks
Generally fiendly staff--good service, very helpful with finding the material needed.

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VERY PLEASED WITH ALL OF IT. HAPPY TO HAVE THE SERVICE. THIS WAY THE LIBRARY COMES TO HER. RECEIVED SURVEY ON CASSETTE.
SUCH A WONDERFUL THING! FREES A PERSON FROM BEING ALL ALONE. CAN TRAVEL THE WORLD THROUGH SOMEONE ELSE'S WORDS.
CONFUSION OF HOW MANY TAPES I WAS RECEIVING.
I've been w/service for over 30 yrs and service has been excellent help resolving issues.
Mom will soon be 93. These books keep her mind alert, and provide entertainment for some of her long hours. They have been a "godsend" thank you for the independence you have given my mom.
I have used a ? ware machine since 1997. I am so thankful for the tapes. This is about the only way I use my time. I usually ask Dennis to send me tapes. He is very kind to me & does a good job. The person in who answers the phone also. It is difficult for me to use very often my machine. I have to get so close to it. Thanks for the books you send.
I'm glad talking book library is there. you do a great job here in Colorado. I've used the service in LA and it never had the titles I requested & took months to get them. It would be great if you had a newly released or best seller section in the book listing you send out quarterly.
WITHOUT THEM I WOULD BE COMPLETELY LOST. I DON'T KNOW WHAT I WOULD DO.
I WOULD BE A BASKET CASE WITHOUT THIS SERVICE. IT HAS BEEN A LIFESAVER. WE APPRECIATE IT SO MUCH. SO PROUD OF IT.
I really enjoy the library and all the books I read and listen to. I think you all do a fine job. Thank you very much.
It is difficult to use CTBL for current fiction. In the past, I've been able to buy books on cassette, but now they are only sold on CD, and I don't have a portable CD player. I rarely have time during the work week to go to the CTBL website, and it is often not working on the weekend. I'm looking forward to the roll-out of the digital players, but until then, I can't use downloads unless I choose to read by the computer. I spend far too much of my life there already.
I've used the library since grade school.
ONLY GOOD EXPERIENCES WITH THE LIBRARY,I THINK THE STAFF IS EXTREMELY PATIENT. I APPRECIATE THE TIME ALLOWED TO READ THE BOOKS IN BRAILLE. RECEIVED THE SURVEY ON CASSETTE.
IT'S BEEN GOOD. RECEIVED SURVEY IN BRAILLE.
WISH WE HAD MUSIC TO LISTEN TO.NEVER HAD ANY PROBLEMS EVERYTHING HAS BEEN PRETTY GOOD. RECEIVED SURVEY ON CASSETTE.
I'VE ALWAYS BEEN VERY PLEASED AND GRATEFUL FOR YOUR SERVICES. LOVE TO READ.
Haven't been able to use you often enough yet (I still have computer-enhaced ministerial capacities.on a somewhat limited level, and some periodic outside assistance.) going to need more, soon.GOD bless!
I have had nothing but a great experience with the Talking Book Lib. I'm dyslexic and it has been a great tool from me do read the books for school.
Since I have eye and neck problems, the Talking Book Library has been a great benefit to me. Thank you. Teacher for visually impaired filled out information on student's behalf.Angela Sims TUI 970-254-5414 For all the students I work with, you do a wonderful job. Thank you. It would be nice to be able to order books for a specific grade level rather than a range.
Without the services of the CTBL the quality of my life would be reduced substantially. May I suggest using electronic survey forms for vision impaired people with PCs because they are much easier to fill out than hard copy forms. I had a hard time even with my ccTV, Thank you for including me in your survey.

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It has been a wonderful service for me.
Readers Digest has not come for several months - I called you about it.
I'm intereste din your large print library. May I recieve a printed list? No computer access at home. Do you offer a player for the digital format?
Please make not to only send Christian tapes when sending religious audio tapes. Aslo continue to send other topics of interest. thank you!!
It make lerning easy and fun. I am glad they have it
GOOD JOB!
EXCELLANT SERVICE. FUNDING SHOULD BE INCREASED. THIS IS OUR ONLY LINK TO THE OUTSIDE WORLD SOMETIMES. WITHOUT THE LIBRARY SERVICE WE WOULD ALL SEE IN THE DARK. RECEIVED THE SURVEY IN BRAILLE.
Wonderful!
This is a great service. My daughter w/ADD uses it to read her books.
Being able to listen to books is wonderful. The people who make it possible deserves heartfelt thank you. I hope you can read this, writing is difficult.
Education always brings people forward and reading is one of the best ways to continue through the years, so I think this service you offer is one of the best developed.
Excellent and very worth while service.
I love the books and the services. Dennis is especially understanding. My will states in leiu of flowers, donations are to be made to talking books. Thanks
good job
I have recently become interested in talking book library and would like a list of talk book titles.
would like to receive videos to like on dvd or vhs.
Good story. Do you have bible study?
This is a good service you provide for our community, we appreciate it.
Thank you for improving the check-in process for returned books. I'm not getting as many that show up as not returned that was difficult. I appreciate your service very much!
I am so appreciative of this service and always inform other visually impaired persons to become involved.
MY EXPERIENCE WITH THE LIBRARY HAS BEEN EXCELLENT. ALL OF US ARE LUCKY THAT THE LIBRARY EXISTS. I REALLY APPRECIATED THAT MY FRIEND'S BOOK WAS RECORDED LOCALLY.
been a very good thing for me.
Passed on this information to my grandpa who has macular degeneration. Please take me off your mailing as I'm in another state at school now. Thank you
Great service/except for the occasional not so good reader. I'm very pleased.
most helpful, much needed
I have always loved books. Since my eyesight has emenished I don't know what I would do if it wasn't for the talking books
Thank you for your wonderful service!
The talking books have almost displaced the TV and I do thank you. The audio books make more sense than the TV since I can no longer distinguish the characters on the screen well enough to follow the story line
your services are valuable and very beneficial.
Thank your for this fantastic service.
Cannot say enough - it's a blessing to have a service available such as yours for the blind/visually

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impaired!
Machine is heavy and bungalsome to use so do not use it as much as I would like
It's great, I could not imagine life without it. I tell even strangers how terrific it is.
Great!
I would like it if you had more christian books in your selection. Also I hope there will be more books for teenagers.
I think you are great. I can't begin to tell you how important you are to me. I don't know who thought of a library like this but it's fabulous. I wish I could volunteer at the library. Thanks so much!
Very satisfied - appreciate your service as always. My best wishes to your staff. Arloa Bingham
This is an extremely valuable service. The staff does an excellent job. thank you!
From standpoint of a legally blind person what would I do without my reading machine and tapes what a great privilege
A wonderful service
I enjoy both fiction & non fiction so much, would never want to give the books up thanks a bunch!
I do regularly
My husband has a hard time turning the tapes around in the CD player. Get very displeas becomes angry.
I enjoy the Bible old testament
I very much appreciate the usage of your machine & audio books and also I want to thank the volunteer's that make it all possible. Thank you.
I have used the library of congress and the California state library services. I find the Colorado TBL service is much more efficient and friendly.
Colorado talking library has helped me be able to teach my son some independence with some of his homework. He can do the independant reading prior to me getting home.
I would like to see a separate listing of authors. I would also like a catagory of historical fiction. I would like to see more books related to topics of the day.
I really appreciate this service. It is a lifesaver and is an immense help for me in passing my days constructively. I learn a little and feel like I have some contact with current events - beyond what's available on TV.
It is a very excellent service & I appreciate very much that you provide it.
good
My dad likes the tapes to help him pass his time. When "love type stories" are sent he sends them back because he doesn't like them. For the most part he enjoys most of the tapes sent.
I am very grateful to be able to receive free books on tape. Thank you.
I need more info on career choices and science topics.
You and your service enriches many of our lives. Thank you!
just great!
I like the talking book library but as I still have my eye sight I am still able to read. Just not able to hold a book for a longtime.
I think the library just fine as it is, easy to get to and has friendly staff.
Ethel is in the nursing home and very seldom uses the machine any more and doesn't order books at all. We sure appreciate your services as she had many years of your wonderful help and concern. Thank you all very much and keep up the good service. All correspondence should come to me at 616 Locust Ave, Las Animas, CO 81054.
Good

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very good and enjoy the books
I always feel comfortable calling your library because the people who answer the phone are always polite, always knowledgeable and efficient. Thank you so much for your good service!
CTBL has been an invaluable resource to my mother. She has always been a voracious reader, but is now blind. After the illness and death of my father last year, it has helped lessen her depression and sense of isolation. She is also no longer able to be physically active and independent, so it really helps her pass the time.
It has been a "life saver" for me ever since I received the 1st cassette. Thank you so very much!
Don't mail me twice a month. I can't read more than 10 books in one month. Thanks.
Would be interested in a smaller tape player
Being able to continue "reading" after not being able to use written books anymore has been so valuable in my quality of life. I can't thank you enough for your service!
Your service is much enjoyed and I'd be lost without it. What would I do without it? Thanks to all those who answer the phone and help me with my requests.
Thank you for your amazing services. You have been consistently excellent for years!
I wait to long for the books I want.
Is a wonderful service - responds to any request I have.
Books on tape have been a great source of entertainment.
They have been courteous & prompt to my needs. Love to go get my cassettes in person.
mom enjoys the books too.
I think the talking library is excellent. It has given me a lot of pleasure.
It seems like a good program.
Thanks- your service has been great and the staff helpful!
I know its there for me - parkinsons & cancer surgery, heart surgery problem, etc, I have my card and can order book
The CTBL is invaluable to students who have learning disabilities. I went to college reading at the 5th grade level and just graduated with a degree in architecture. I could not have done it without audio books and text books I could download to my computer. Between RFBD and CTBL, you have allowed me to reach my potential. I have used your services since about 4th grade (143 years) Thank you so much!
The CTBL have provided me with an array of information in academia & leisure over the years. CTBL has kept me balanced cognitively. I don't feel that I'm missing out on current & social events. THX bunches for all you provide.
THE SERVICE IS INVALUABLE AND LIBRARY PERSONNEL HAVE GONE THE EXTRA MILE TO PROVIDE THIS SERVICE-THANK YOU
THIS IS A GREAT SERVICE
QUESTION #5-IT ALLOWS ME TO READ ALONG WITH MY SONS ASSIGNMENTS. QUESTION #6-gpj29cp.com
QUESTION #19-DYSLEXIC
QUESTION #3-SEND INFORMATION TO E-MAIL ADDRESS:relentleslie@msn.com OPTIONAL INFORMATION: ADDRESS 1551 E. COSTILLA AVE., CENTENNIAL, CO. 80122 CONTACT MY MOTHER, LESLIE SCOTT IF YOU HAVE TO. QUESTION #24-I'M NOT USING THE TAPE PLAYER AT THIS TIME AND PROBABLY SHOULD RETURN IT TO YOU-CAN YOU SEND ME INFO ABOUT DIGITAL DOWNLOADS? THANKS.

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THANK YOU FOR KEEPING IN TOUCH WITH US. WE ENJOY YOUR TALKING BOOKS. HELPS PASS THE TIME. SHE TRULY ENJOYS YOUR BOOKS. SURVEY FILLED OUT BY VIVIAN MAY MONYA BOOK KEEPER FOR BEA. UNABLE TO READ THE TALKING BOOK LIBRARY NEWSLETTER, FRIENDS HELP TO READ.
E-MAIL ADDRESS: delano_david@yahoo.com My wife (Janie) and I have received service since 1978. It has been great. Keep up the good work. I am waiting for the new digital TBs! RANDOM ACCESS WILL BE NICE.
I HINK IT IS A WONDERFUL THING THAT OPENS A BIGGER WORLD TO PEOPLE. THANKS!
BLIND FROM BIRTH-LOW VISION
I LIKE IT. GOOD INFORMATION, I CAN'T SEE, BUT I CAN LISTEN TO THE TAPES.
PARENT FILLED OUT SURVERY REGARDING HIGHEST LEVEL OF EDUCATION-(COLLEGE DEGREE)
WORKING IN INDIA
YOUR DOING AN EXCELLENT JOB! NEVER RECEIVED NEWSLETTER. CALL BETWEEN 9:00 AM & 1:00 PM
WE REALLY APPRECIATE LISTENING TO THE BOOKS.
GOOD
WOULD LOVE MORE CURRENT & HISTORIC (DESERT FATHERS) RELIGIOUS READING
QUESTION #8-(OTHER) CASSETTE REC.
THIS IS A WONDERFUL SERVICE AND WE FEEL FORTUNATE TO HAVE IT.
I DO ENJOY THE TALKING BOOKS BUT KNOW LITTLE ABOUT ALL THE SERVICES PROVIDED. I WOULD LIKE TO KNOW MORE.
THIS SERVICE HAS ALLOWED ME TO "READ" MANY BOOKS THAT I NEVER WOULD HAVE HEARD. I AM DYSLEXIC BUT LOVE STORIES AND BOOKS.
I'VE FOUND "DENNIS" TO BE ESPECIALLY HELPFUL WHEN I'M LOOKING FOR IMPORTANT BOOKS ETC.
I HAVE NOT LOST MY SIGHT, I JUST HAVE SOME DAMAGE TO THE OPTIC NERVES.
I HAVE LISTENED TO APPROX. 700 AUDIO BOOK S IN THE PAST 2 1/2 YEARS. STAFF ARE GOOD IN HELPING TO PICK OUT TITLES WHEN I'M AT A LOSS OF WHAT DIRECTION I WANT TO GO IN TOPICS. I DO RECEIVE ALOT OF BOOKS WITH TAPES WITH TWO DIFFERENT TITLES, MISSING CASSETTE TAPES IF BOOK CONTAINS 3 OR MORE CASSETTE TAPES. BROKEN TAPES- CASSETTES WITH GARBLED TALK IN MIDDLE OF TAPE. WHEN I REQUEST MISSING TAPES, THEY SEND ONE THAT THEY RECOVERED THAT SUNDS LIKE IT WAS RECORDED IN A ECHO CHAMBER. THESE ARE VERY DIFFICULT TO ENJOY BOOKS. I APPRECIATE ALL THE WORK YOU DO. THE PEOPLE WHO RECEIVE THE RETURNED BOOKS NEED TO CHECK TITLES MISSING-CASSETTES ETC.-QUESTION #11-POOR WHEN IT COMES TO THE CONDITION OF BOOKS RECEIVED. USUALLY PICKS OWN TITLES. QUESTION #17-SOME COLLEGE
I ENJOY THIS PROGRAM SO MUCH FOR MY KIDS!! IT HAS MADE THEM FIND AN INTEREST IN READING. ALL THE FOLKS THAT WORK THERE ARE SO HELPFUL. IT'S A WONDERFUL PROGRAM. MY SON HAS SPEECH & READING DIFFICULTIES. ORDERS TAPES FOR HER SON WHO IS IN THE 5TH GRADE-AGE 6-12 IN MIDDLE SCHOOL.
HAVE NOT USED ANY OF THE SERVICES YET.

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TO WHOM IT MAY CONCERN: BORN AUG. 7, 1942 AURORA, ILLINOIS ARRIVED IN COLORADO SPRINGS 1952-HELEN HUNT GRADE SCHOOL, SOUTH JUNIOR HIGH, COLORADO SPRINGS HIGH SCHOOL-WASSON HIGH SCHOOL (COLORADO COLLEGE) WHITWORTH (UNIVERSITY) SPOKAN, WA. BA,MA CERTIFIED COUNSELOR, TEACHER OF HISTORY, ENGLISH. I AM A 65 LYEAR OLD RETIRED/DISABLED TEACHER/COUNSELOR. A LULY 23, 1984 BRAIN OPERATION LEAVES ME BLIND ON THE RIGHT HALF OF BOTH EYES. I SEE 3 LETTERS IN A WORD AND READ 35 WORDS A MINUTE. A PERSON TALKS 100 WORDS A MINUTE. IN THE NINTH GRADE I READ 1000 WORDS A MINUTE AND HAD 3 MAJORS IN COLLEGE. MY EX-WIFE IS A LIBRARIAN WITH A MA UNIVERSITY OF WASHINGTON. I PAID FOR HER MA-THEN SHE PAID FOR MY MA. LACK OF BOOKS IS MY FAULT FOR NUMBER OF BOOKS THAT ARE SENT-THE NUMBER OF BOOKS THAT ARE SELECTED WOULD BE NONE. INDICATED DOES NOT WANT PRESSURE.
DYSLEXIA
ANYONE I HAVE COMMUNICATED WITH HAS ALWAYS BEEN VERY HELPFUL. I HAVE FOUND "DENNIS" TO BE EXCEPTIONAL.
WOULD LIKE TO BE MORE POTABLE TO LISTEN AS I MOVE AROUND THE HOUSE. I LOOK FORWARD TO THE NEW MACHINES! I AM HARD OF HEARING COULD USE A BETTER HEAD (?) BEING THAT I'M A BOOKAHOLIC AND I HAVE LOST MY EYESIGHT, I CAN SEE BUT CANNOT READ MUSCLE CONDITION IS DIFFICULT AND YOU HAVE FILLED A GREAT LOSS IN READING IN THE STORIES. I HAD GIVE ME SO MUCH PLEASURE. THANK YOU-M. JORDAN
I MIGHT BE A GOOD SERVICE IF A PERSON HAS SOME OPNE TO HELP THEM. IF YOU DON'T ;HAVE GELP NO ONE OFFERS.
IT WOULD BE NICE TO HAVE A TAPE MACHINE THAT IS MORE PORTABLE. I PURCHASED ONE BUT IT DID NOT HOLD UP. IT WOULD BE WONDERFUL IF I COULD TAKE TAPED BOOKS ALONG ON TRIPS.
I REALLY LIKE GETTING THIS SERVICE BECAUSE IT GIVES ME A CHANCE TO SEE THINGS I COULDN'T.
ONE THING THAT WOULD BE BETTER IS MULTIPLE COPIES-SOME TIMES I HAVE TO WAIT.
I HAVE NEVER IN MY LIFE RATED ANYONE ON THINGS AS EXCELLENT. YOU DESERVE THIS RATING. I HAVE NO IDEA HOW YOU CAN IMPROVE YOUR SERVICE.
SERVICE IS VERY GOOD. IT MAKES MY LIFE BAREABLE.
HOW WOULD I GO ABOUT GETTING A NEW TAPE PLAYER? AND I FIND THAT MANY OF THE BOOKS I RECIEVE AREN'T COMPLETE. (SOME OF THE TAPES ARE MISSING).
IT WOULD BE GELPFUL FO THE DYSLEXIA KIDS TO HAVE (?) BOOKS AS THEY LISTEN TO THE STORY.
MY HEARING MAKES IT DIFFICULT. I AM ABLE TO USE LARGE PRINT.
PEOPLE AT THE LIBRARY HAVE BEEN SO NICE TO US WHEN WE CALL OR WALK-IN. THANK YOU. I HAVE NO COMPLAINTS!
YOU SEND BOOK THAT I DON'T YET READ. JUST SEND A CATALOG AND LET ME PICK THE BOOK I WANT-I DON'T LIKE THE SELECTION YOU SEND.
MY HUSBAND ROBERT DID THIS SURVEY FOR ME. THANK YOU.
PLEASE SEND MORE INFO ON DIGITAL DOWNLOAD OF CTBL BOOKS.
AGING EQUIPMENT & OLD TECHNOLOGY IS A MAJOR DRAWBACK.
THIS IS A BEAUTIFUL SERVICE FOR PEOPLE LIKE ME WHOSE HANDS AND EYES ARE AFFECTED BY RHEAMATORIAL ARTHRITIS.

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SINCE I AM NEARLY 84 YEARS OLD, MY ACTIVITIES ARE LIMITED. THE BOOKS YOU SEND HAVE ENABLED ME TO REMEMBER THINGS I HAD FORGOTTEN AND LEARN NEW THINGS THAT KEEP MY MIND STIMULATED. THANK YOU SO MUCH FOR YOUR EXCELLENT SERVICE.
THANK YOU FOR A JOB WELL DONE. THANK YOU FOR ALLOWING MY ADVENTURES ON READING TO CONTINUE.
TALKING BOOKS HAVE RESTORED THE ABILITY FOR ME TO READ. THIS WAS A LIFE LONG PLEASURE FOR ME.
REALLY HELPED A LOT. YOU HAVE HELPED A LOT AS I CAN NO LONGER SEE TO READ.
THE SERVICE IS GREATLY APPRECIATED!!! THANK YOU FOR WHAT YOU DO! I WOULD APPRECIATE RECEIVING MORE WESTERN STORIES IN THE FUTURE.
SERVICE IS FABULOUS! I LOOK FORWARD TO TALKING TO DENNIS.
I WOULD LIKE TO RECEIVE DISCRIPTIVE VIDEO.
YOUR SERVICES ARE VERY GOOD.
MAY I HAVE A LIST OF BOOKS ON TAPE AND A LIST OF DESCRIPTIVE VIDEOS? THE BOOKS THAT AUTOMATICALLY COME TO ME ARE FOR PRE/ELEMENTARY AGE.
IT WOULD BE NICE TO LISTEN TO BOOKS ON CD SO I COULD USE SOMETHING SMALLER THAN THE CASSETTE PLAYER. IT IS SO BULKY & LARGE IT IS HARD TO USE ANYWHERE OTHER THAN HOME.
SINCE I CAN'T FOCUS MY EYES FOR READING FOR A PERIOD OF TIME, I REALLY ENJOY HAVING THIS OPPORTUNITY. IT RELIEVES SOME OF THE BOREDOM.
I WOULD LIKE TO TRY THE COMPUTER DOWNLOADS I ENJOY BEING ABLE TO LISTEN TO CURRENT AND OLD TITLED BOOKS. I HAVE NOT USED THIS MUCH DURING SCHOOL AS YOU DO NOT DO TEXT BOOKS BUT NOW I HAVE TIME FOR FUN READING. THANK YOU. MY CHILDREN HAVE ALSO LISTENED TO TAPES AT SCHOOL WITHOUT QUALIFYING AND TEACHERS WERE WILLING TO LET THEM LISTEN DURING FREE READ TIME ON MY WALKMAN AND HEADPHONES. I HOPE OTHER SCHOOLS ARE SO COOPERATIVE WITH STUDENTS IN NEED. AUDIO BOOKS GOT ME THROUGH MY PRE-LAW DEGREE. PLEASE SEND ME INFORMATION ON HOW TO ACCESS A COMPUTER WITH A BROADBAND INTERNET CONNECTION THAT YOU CAN USE TO DOWNLOAD DIGITAL AUDIO BOOKS.
THE EMPLOYEES ARE VERY POLITE, BUT DENNIS IS MY FAVORITE. HE HELPS ME CHOOSE BOOKS SUGGESTED BY MY FRIENDS AND IS VERY HELPFUL. I FIND THAT I AM READING MORE HISTORY AND BIOGRAPHIES THAN WHEN I WENT TO A LIBRARY YEARS AGO. WISDOM IS MY WORLD.
I HAVE BEEN A PATRON FOR 21 YEARS AND LOVE CTBL-BUT I WISH THERE WERE ADDITIONAL BRANCHES CLOSER TO ME.
WITHOUT TALKING BOOKS AND THEIR WONDERFUL SERVICE, I THINK I WOULD DRY UP MENTALLY AND BLOW AWAY. I EAGERLY WAIT EACH CATALOG WONDERING WHAT WONDERFUL(?) THEY WILL OFFER THIS TIME. I CANNOT THANK YOU ENOUGH!!
HAS GIVEN MY MOM HOURS OF ENTERTAINMENT!! THANKS TO YOU! THANK YOU!
WE NO LONGER USE THIS SERVICE. HAVE RETURNED OUR TAPE MACHINE THREE YEARS AGO. CAILEE LANP HIER, 4827 (?) 17TH AVE, DENVER, CO. 80220
THANK YOU. YOU HAVE MADE MY LIFE SO MUCH MORE REWARDING.
PLEASE CANCEL THIS SERVICE
THE TALKING BOOK LIBRARY FOR ME AND MANY, MANY VISUALY IMPAIRED PEOPLE IS THE BEST SERVICE IN OVERALL AND INDIVIDUALLY, THANKS!

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THE TALKING BOOK LIBRARY IS THE GREATEST BECAUSE IT ALSO HAS AN OPTION FOR LARGE PRINT BOOKS,, WHICH IS WHAT I NEED BECAUSE I HAVE BLURRED VISION AS WELL AS LOW VISION. I DON'T WANT TO LISTEN TO BOOKS; I WANT TO READ THEM AS LONG AS I'M ABLE. I'M VERY, VERY GRATEFUL FOR ALL THE CARE AND OPPORTUNITIES PROVIDED TO THOSE OF US WHO ARE VISUALLY IMPAIRED. ALSO A CONTINUING BIG THANK YOU FOR THE FOLKS AT BOOK MOBILE. THEY ARE SO GOOD AND SO CARING. THEY CATER TO ALL OF OUR NEEDS AND REQUESTS & EVEN GIVE US CANDY. IT CAN'T GET ANY BETTER THAN THAT. GINNY DILATUSH COVENANT VILLAGE, APT. 1608

YOUR BOOKS HAS TAKEN MY SON PLACES THAT HE WOULD NEVER HAVE GONE. THANK YOU.
JANE TURNER

I WAS INTRODUCED TO YOUR ORGANIZATION BY MY DOCTOR AND THE VETERANS ADMINISTRATION, AND HAVE BEEN VERY SATISFIED, AND LUCKY TO HAVE YOUR SERVICES. THANK YOU.

I THINK IT'S A EXCELLENT SERVICE ALL INVOLVED ARE FRIENDLY & VERY HELPFUL.

MOST OF STAFF ARE VERY HELPOFUL AND NICE REQUEST ARE VERY QUICK. I HAVE ENJOYED THE BOOKS AND SERVICE FOR OVER 25 YEARS.

I WISH YOU PROVIDED TAPES FOR TEXTBOOKS, MY DAUGHTER IS BEGINNING TO NEED TO READ HARDER & HARDER MATERIAL BUT CAN'T. I ALSO DON'T WANT THE CASSETTE MACHINE ANYMORE, EVEN THOUGH WE HAVE TO HAVE IT FOR YOUR SERVICES. I WISH AS ALREADY MENTIONED, THAT YOUR BOOKS WERE DIGITAL OR ON CD. I'M NOT A STUDENT, BUT I USE THE SERVICE FORMY DAUGHTER WHO IS ENTERING 5TH GRADE. I WOULD PREFER E-MAIL.
stokesfolds@earthlink.net

I CANNOT LISTEN TO TAPES WHILE RIDING IN CAR. MACHINE'S VOLUME IS SO LOW EVEN WITH ELECTRICITY!

GREAT SERVICE. SEND TOO MANY BOOKS.

YOU NEED MORE KIDS STORY BOOKS.

I WOULD LIKE TO LEARN MORE ABOUT DOWNLOADING BOOKS ONTO MY IPOD. DO YOU HAVE BOOKS ON TAPE FOR PEOPLE WHO ARE GOING TO COLLEGE?

WOULD LIKE MORE JOB RELATED MATERIAL.

I WOULD LIKE PEPYS DIARIES IN THE LATHAM & MATTHEWS AND THE NOVELS OF MAURICE DRUON.

I FIND LIBRARY AND SERVICE EXCELLENT. I AM VERY PLEASED THAT IT PROVIDES ME WITH AWAY TO READ.

MANY BOOKS PARTICULARY MYSTERIES ARE TOO OLD. A MYSTERY IN 1969 IS LIKE LISTENING TO (?).

HAVE NOT USED A LOT AS SCHOOL & LOCAL IBRARY HAS BEEN ABLE TO OBTAIN THE BOOKS HE NEEDS.

NOT ABLE TO READ OR WRITE DUE TO RESIDUAL DAMAGE FROM BILATERAL, SUBDURAL HEMATOMAS AS A RESULT OF UNKNOWN TRAUMA AT 8 MONTHS OF AGE. TALK TO MY MOTHER, LEGAL GUARDIAN, KAY DUBOIS. THE BIGGEST LOSS TO ME BECAUSE OF MY BRAIN DAMAGE WAS NOT BEING ABLE TO READ. COLORADO TALKING LIBRARY GIVES ME THAT ABILITY & I CAN LEARN OR JUST ENJOY PLEASURE OF WHAT I READ. THANK YOU ALL FOPR THIS GIFT.

SERVICES ARE GOOD BUT I HAVEN'T TAKEN ADVANTAGE OF THEM.

THE COURTESY HAS BEEN WONDERFUL, YOU HAVE ON EXCELOLENT STAFF. WE COULD LIKE TO SEE BOOKS IN CD FORMAT IN THE NEAR FUTURE.

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I'M VERY HAPPY YOU HAVE THIS SERVICE. I NEED A BETTER MACHINE. I DO HAVE MY FAMILY & FRIENDS WHO BUY THE AUDIO BOOKS FOR ME WHEN I'M UNABLE TO GET THE BOOKS FROM YOU, AS I'VE BEEN HOSPITALIZED. THANK YOU FOR THIS SERVICE. YOU ARE WONDERFUL- THANK YOU!
THIS IS A MOST WONDERFUL SERVICE! THANK YOU SO MUCH
I REALLY ENJOY LISTENING TO BOOKS I RECEIVE
I'D LIKE TO SWITCH FROM BOOKS ON TAPE TO DOWNLOAD FROM THE INTERNET.
I STARTED WITH THE CTBL WHEN I WAS IN GRADE SCHOOL AND THE BOOK SELECTION THAT I RECEIVE HASN'T AGED WITH ME!
THANK YOU FOR HELPING ME.
MY SON USED -AND WILL CONTINUE TO USE THE TAPES FOR ASSIGNED BOOKS IN L.A. AND FOR THE ADDITIONAL READING THAT IS REQUIRED FOR THE CLASS. THIS ADDITIONAL READING IS CONNECTED TO HIS GRADE, X NUMBER OF PAGES=A,B,C, ETC. THESE BOOKS RAISED HIS GRADE 1 WHOLE LEVEL BECAUSE HE COULD MAKE THE QUOTA FOR "A" STUDENTS. BEING ABLE TO "READ" BOOKS AT HIS INTELLECTUAL LEVEL RATHER THAN HIS READING ABILITY MAKES HIM FEEL HE IS DEMONSTRATING HIS "SMARTS". HE IS "TWICE EXCEPTIONAL" AND THE TAPES FILL A NEED THAT HIS TEACHERS CANNOT. THANK YOU! BARBARA KASE
IF I AM ALONE I DO NOT ANSWER PHONE. SELDOM ALONE, (?) WIFE HELENA USUALLY (?). WIFE ALSO DOES HIS CORRESPONDENCE. EXCELLENT. I HAVEN'T USED CTBL FOR SOME TIME AS I HAD MANY BOOKS, TAPES ETC GIVEN TO ME., BUT WILL START USING IT MORE.
I HAVE A PHI BETE KEY, BUT I CAN'T WRITE LEGIBLY OR READ. I DO, HOWEVER, WRITE A BI-WEEKLY COLUMN FOR THE GRAND JUNCTION DAILY SENTINEL. I APPRECIATE YOUR SERVICE VERY MUCH. HENRIETTA HAY 625 27 1/2 ROAD UNIT 331, GRAND JUNCTION, CO. 970-683-3823 E-MAIL: Henrietta.hay@gmail.com
I APPRECIATE THE EXCELLENT (?) OF SERVICE AND READING MATERIAL.
i am planning to purchase a victor stream and would like to know more about downloading books-thank you!
I AM PLANNING TO PURCHASE A VICTOR STREAM AND WOULD LIKE TO KNOW MORE ABOUT DOWNLOADING BOOKS-THANK YOU. I WOULD BE VERY SAD AND BORED IF I DID NOT HAVE THIS SERVICE SO I AM VERY GRATEFUL TO BE ABLE TO ACCESS TALKING BOOKS.
I just moved back to Colorado from Texas and I find your service very good.
I VERY MUCH APPRECIATE IT AS WELL AS THE DENVER LIBRARY.
WE ARE SO GRATEFUL FOR YOUR SERVICE. IT HAS MADE KEEPING UP WITH SCHOOL POSSIBLE FOR MY DAUGHTER. HER DYSLEXIA IS SEVERE AND SHE WOULD OTHERWISE MISS OUT ON MANY GREAT BOOKS.
WE THINK TALKING BOOK IS DOING AN EXCELLENT JOB OF MEETING OUR NEEDS. THANK YOU- GLADYS
I FEEL THAT THIS SERVICE HAS BEEN A GOD SEND TO ME-I REALLY DO USE IT AND RECOMMEND IT TO OTHERS.
I'M VERY THANKFUL THAT AN ELEMENTARY TEACHER SUGGESTED CTRL TO US. MY SON WAS HAVING TROUBLE KEEPING UP WITH ASSIGNED READING ASSIGNMENTS.
SHE ONLY USES THE AUDIO AT HOME TO HELP WITH READING ASSIGNMENTS. THE TALKING BOOKS BEFINITELY HELPED ME IN HIGH SCHOOL WITH MY READING ASSIGNMENTS. I WILL SEE IF IT CAN HELP ME IN COLLEGE TOO.
IT IS A WONDERFUL SERVICE TO THOSE OF US UNABLE TO READ.

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I USE MY CASSETTEE PLAYER DAILY AND REALLY LOOK FORWARD TO THE BOOKS YOU SEND.
I'M NOT A REGULAR USER GET-STILL IN CHAOS FROM MOVE. HOPE MY LIFE & HEALTH WILL SELLE DOWN!
GREAT SERVICE, WOULD HELP IF I HAD THE NEW CD PLAYER. I LISTEN TO THE BOOKS AT HOME AS THE CASSETTE PLAYER I HAVE IS HEAVY AND UGLY TO TAKE TO SCHOOL. YET I AM VERY THANKFUL FOR IT.
EVERYONE IS ALWAYS VERY HELPFUL AND WE APPRECIAGTE YOUR SERVICE. MY WISHLIST WOULD INCLUDE A CD PLAYER THAT WOULD ALLOW HIM TO SCROLL TO A PARTICULAR PAGE AND A HARD COPY OF THE BOOK HE IS READING. WE ARE NOT ALWAYS ABLE TO LOCATE THE HARD COPY WHEN WE NEED IT THROUGH THE PUBLIC IBRARY SYSTEM-SOMETIMES THIS IS A PROBLEM IF THE REQUIRED READING IS FOR SCHOOL. SAME THING FOR THE MAGAZINES-HAVING A HARD COPY TO FOLLOW ALONG WITH WOULD BE TERRIFIC. THANK YOU!
THANKS TO YOUR SERVICE, MY WROLD HAS OPENED UP AGAIN. THANK YOU FOR YOUR CARING STAFF THAT HELPS PEOPLE LIKE ME.
WE THINK IT'S A WONDERFUL SERVICE RIGHT NOW. WE HAVE STOPPED BUT WE'LL CAL WHEN WE WANT TO START AGAIN. THANKS ALOT.
I HAVE THIS WONDERFUL SERVICE. I SERVED AT OUR LOCAL BASALT LIBRARY FOR 30 YEARS. NOW WE ARE BUILDING A NEW ONE.
THANK YOU FRO THE SERVICE
THE SERVICES ARE WONDERFUL. I AM IN A WHELELCHAIR & THE BOOKS HELP ME PASS MY LONG DAYS.
SINCE I'VE DEVELOPED MACULAR DEGENERATION, I BELIEVE I WOULD HAVE GONE CRAZY IF UNABLE TO READ. I HAVE ALWAYS BEEN A AVID READER. THANK YOU SO MUCH FOR THIS WONDERFUL SERVICE, SORRY NOT TO RETURN THIS EARLIER, WE WERE OUT OF TOWN.
FOR ME THE LIBRARY IS A GOD SEND, WHEN I WENT BACK TO SCHOOL THEY WERE THERE TO HELP ME WITH MATERIAL THAT I NEEDED & IF THEY DIDN'T HAVE WHAT I NEEDED THEY WOULD GET IT FOR ME. I WISH THAT MORE PEOPLE WITH BRAIN INJURIES KNEW ABOUT YOUR SERVICES; HOPEFULLY ONE DAY YOU WILL LINK UP WITH THE HEART ASSOC. SO THAT THEY CAN PUT INFO IN THEIR NEWSLETTER REGARDING YOUR SERVICES.
COULDN'T LIVE WITHOUT IT
WHEN ASKED TO PUNCH A NUMBER IT IS HARD. BECAUSE, I CAN'T SEE TO USE THE TELEPHONE. BECAUSE OF BETTYS (?) VISION, SHE IS ALWAYS AFRAID SHE WILL PUSH THE WRONG BUTTON ON THE MACHINE. IT IS GETTING HARD FOR HER TO USE. I AM HER HELPER, SO EACH TIME SHE GETS A TAPE NOW I HAVE TO HELP HER SET IT UP TO PLAY EACH SIDE.
THIS IS A WONDERFUL PROGRAM & HAS BROUGHT ME HOURS OF ENJOYMENT LISTENING TO BOOKS ON TAPE. IT IS VERY CONVIENT.
THE SERVICE'S THAT YOU PROVIDE HAVE BEEN INVALUEABLE TO MY SON & US AS A FAMILY. AS A PARENT OF A VISUALY IMPAIRED CHILD I THANK YOU! TAMARA UTHE
IT HAS KEPT ME GOING WITH THE CASSETTE BOOKS.
VERY BENEFICIAL, ENJOYABLE AND HELPFUL.
I REQUESTED LARGE PRINT IN AREAS OF HISTORY OR POLITICS OR ECONOMICS. I RECEIVED BOOKS IN NONE OF THESE AREAS. I REQUESTED THAT BOOKS NOT BE MAILED TO ME AUTOMATICALLY BUT ONLY 1 BOOK AFTER I RETURNED 1 BOOK. INSTEAD, I WAS MAILED 4 BOOKS OVER 2 OR 3 DAYS. I FEEL OVERWHELMED BY THE BOOKS AND FIND IT DIFFICULT TO READ ANY OF THEM. OVERALL THE SERVICE IS HELPFUL AND FILLS A NEED.

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YOUR SERVICE IS WONDERFUL!! "TALKING BOOKS WERE RESPONSIBLE (IN MY OPINION) FOR ME ESCAPING A DEEP DEPRESSION WHEN I SUDDENLY LOST MY SIGHT AND HENCE MY JOB, MY PERSONAL FREEDOM, AND MY ABILITY TO READ BOOKS.
MY CASSETTE MACHINE IS NOT WORKING PROPERLY & I AM BEING MAILED A NEW ONE & I WILL SEND MINE BACK. EXCELLENT SERVICE.
IT HAS BEEN A GREAT BOONE TO MY LIFE. THANKS
THIS SERVICE IS EXCELLENT AND PROVIDES ME GREAT PLEASURE.
I FEEL THE TALKING BOOK LIBRARY AND THE SERVICES RECIEVED FROM WHAT I BELIEVE IS TO BE A MARVELOUS SUCCESS, AND HELP NOT ONLY TO ME BUT MILLIONS OF OTHERS OF SIMILAR OR LESS FORTUNATE THAN I-THANK YOU.
I WOULD LIKE INFORMATION ON BOOKS TO DOWNLOAD FROM THE COMPUTER TO MY IPOD.
A GREAT SERVICE
YOU HAVE GOOD SERVICES KEEP UP THE WORK.
I FILLED THIS SURVEY OUT FOR ONE OF OUR CONSUMERS AND HE REALLY ENJOYS TALKING BOOK LIBRARY.
SEND BIOGRAPHIES, NO OLD BOOKS.
YOUR SERVICE IS INVALUABLE TO ME! THANK YOU FOR ALL THE HELP & SUPPORT THAT YOU GIVE ME. MY DAUGHTER IS FILLING OUT THE FORM FOR ME. MY LIFE WOULD BE SO MUCH HARDER IF I DID NOT HAVE THE OPTION OF THE TALKING BOOK SERVICE. YOU GUYS ARE GREAT!!!
YOUR SERVICE IS INVALUABLE TO ME! THANK YOU FOR ALL THE HELP & SUPPORT THAT YOU GIVE ME. MY DAUGHTER IS FILLING OUT THE FORM FOR ME. MY LIFE WOULD BE SO MUCH HARDER IF I DID NOT HAVE THE OPTION OF THE TALKING BOOK SERVICE. YOU GUYS ARE GREAT!!!
THANK YOU FOR YOUR SERVICE AND KINDNESS!
YOU ARE A BLESSING TO ME. THANK YOU. GOD BLESS
PLEASE DO NOT SEND ANYMORE
OVERALL EXCELLENT
THIS IS A GREAT SERVICE FOR PEOPLE WHO CAN NOT SEE!
I CANNOT WAIT UNTIL YOU GET THE DIGITAL MACHINES/BOOKS AS THE QUALITY OF THE AUDIO CASSETTS IS NOT VERY GOOD & MANY TIMES SOUNDS LIKE 2 BOOKS ARE TALKING AT ONCE.
I WOULD LIKE COLORADO HISTORY ESPECIALLY BIOGRAPHIES. I ENJOY CATHOLIC SPIRITUAL WRITERS, THOMAS MORTON, G.K. CHRISTENTON, J(?) MARITANI, C.S. LEWIS, AND OTHER OLD CLASSICS NOT NECESSARILY OF A RELIGIOUS NATURE.
NO LONGER NEED SERVICES OR NEWSLETTER, RETURNED THE CASSETTE MACHINE OVER A YEAR OR 2 AGO. PLEASE TAKE ME OFF YOUR MAILING LIST. THANK YOU.
WE APPRECIATE THIS SERVICE. THANK YOU!
YOU PROVIDE A VERY IMPORTANT SERVICE. MY HUSBAND WAS BLIND AND HE RELIED ON YOUR BOOKS. I HAVE RHEUMATIOD ARTHRITIS AND CANNOT HOLD A BOOK NOR SIT LONG ENOUGH AT A TABLE. BUT YOUR BOOKS ARE A GOD SEND.
SON RECEIVES SERVICE. WE HAVE BEEN USING CD'S, BUT NEED TO LEARN HOW TO DOWNLOAD BOOKS TO OUR MP3 PLAYER. WOULD BE GREAT IF YOU COULD SUPPLY A CD PLAYER WITH THE ABILITY TO STOP BETWEEN TRACKS & GO BACK AND FORWARD. THANK YOU!

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IT IS GREAT!!! THANK YOU FOR PROVIDING THIS WONDERFUL SERVICE. THERE ARE LOTS OF PEOPLE IN MY TOWN. THAT ARE NOT AWARE OF YOUR FANTASTIC SERVICE.
DORIS HAS RECEIVED NUMEROUS HOURS OF ENJOYMENT BY BEING ABLE TO CONTINUE READING WITH YOUR HELP & SERVICES. THANK YOU!
I WOULD LIKE THAT THE PEOPLE SHOULD GET THE PHONE NUMBER TO ORDER EVERY MONTH. THE SERVICES YOU PROVIDE ARE VELL USED.
MY WIFE AND I SPEND SOME HOURS LISTENING TO TAPES.
I THINK YOUR SERVICE IS AMAZINGLY GGOD. BUT I'D LIKE TO SEE MORE ACADEMIC STUFF, E.G., ECONOMICS.
ITS IS MOST SATISFYING AND ALLOWS ME TO KEEP LEARNING AT 85 YEARS OLD. †HANK YOU SO MUCH FOR SENDING ME THIS OPPORTUNITY; I WOULD NOT HAVE THE ABILITY TO "READ" OTHERWISE.
HAVEN'T RECEIVED "DIVISION OF WILDLIFE" MAGAZINE FOR SOMETIME NOW. IS THERE A REASON?
I WOULD LIKE THE SWITCH TO CD OR DIGITAL FORMATS TO HAPPEN QUICKER. THE CASSETTE MACHINE I HAVE NOW IS TOO BIG & BULKY.
We love you guys. I'm so impressed with how fast you are.
THIS IS THE VEY BEST THING I'VE ENJOYED SO MUCH. yOUR STAFF HAS BEEN SO KIND AND HELPFUL-ESPECIALLY DENNIS AND THERESA. THANK YOU ALL.
THANKS TO YOU WHO MAKES IT POSSIBLE
KAY MORGAN, 4840 THUNDERBIRD DR. #94, BOULDER, CO 80303-3829
THE TALKING LIBRARY HAS BEEN A WONDERFUL SERVICE-THANK YOU!
PLEASE SEND A RETURN LABEL SO I CAN SEND BACK THE CASSETTE PLAYER.
IT IS A VERY VALUABLE SERVICE FOR PEOPLE WHO HAVE LOST THEIR SIGHT. i AM VERY HAPPY WITH IT.
THE SERVICE IS EXCELLENT! WHEN I NEED MORE I (?) IT WILL BE THERE. THANK YOU.
I USED A MAGNIFIER TO RESPOND! GOOD TO DO IT!
DENNIS IS ESPECIALLY HELPFUL AND BILL SAYS THAT HE DESERVES A RAISE IN SALARY!
SPECIAL THANKS TO DENNIS. GREAT SERVICE.
MANY OF THE BOOKS I RECEIVE HAVE THE LAST PART OF THE TAPE MISSING OR THE MACHINE DOES NOT PICK UP THE SOUND.
DENNIS HAS BEEN A WONDERFUL PERSON TO DEAL WITH. I'M GLAD HE HAS SOME HELP(?)- LIKE DEBBIE
I WOULD LIKE TO SEE A CATALOG LISTING'S BY AUTHORS & ALSO BY SUBJECT MATTERS. JERRY CLINKSCALES
CATALOGES ARE WELL ORGANIZED, BUT STILL DIFFICULT TO USE WITH MY POOR SIGHT. DO YOU HAVE DISH AVAILABLE?
SURVEY ASSISTED BY SPOUSE
I AM VERY GRATEFUL FOR THE SERVICE YOU PROVIDED IT (?) MY LIFE (?).
THANK YOU! LANDON (SON) WOULD NOT HAVE AS BIG A WOULD WITHOUT YOU.
I LOOK FORWARD EACH WEEK FOR MY BOOK, WHICH COMES ON WED. WHEN I CALL BY PHONE TO ORDER A BOOK THE STAFF ARE WONDERFUL-SOMEDAY HOPE TO VISIT THE LIBRARY.
DENNIS NOT ALWAYS FRIENDLY & SENDS OUT BOOKS NOT WANTED!

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IT'S MARVELOUS SERVICE FOR THOSE OF US WHO ARE BLIND/LEGALLY BLIND OR (?) IMPAIRED. THANKS TO THE STAFF & ALL THE VOLUNTEERS & READERS ETC.
I've never had any trouble with anything and have been very happy and content. Received on cassette
CTBL IS THE GREATEST. IT IS SO GOOD TO BE ABLE TO READ THE BOOKS I LOVE. THANK YOU!
I FILLED THIS OUT FOR MY DAD, HARVEY COOK. OUR FAMILY IS VERY GRATEFUL FOR YOUR SERVICE. THE BOOKS ARE WONDERFUL FOR DAD & KEEP HIS INTEREST.
IT IS GOOD THAT THE LARGE PRINT BOOK SERVICE, AS WELL AS BOOKS ON TAPE IS PROVIDED TO MYSELF AND OTHER VISUALLY IMPAIRED INDIVIDUALS. LIFE WOULD BE MUCH HARDER AND DARKER WITHOUT THIS SERVICE TO OCCUPY OR MINDS WITH THE PRINTED WORD.
THE SERVICE IS WONDERFUL. I USE THE LP BOOKS AND WISH IT WERE POSSIBLE TO HAVE A LOT OF AVAILABLE BOOKS.
I WAS UNABLE TO READ UNTIL I STARTED READING THE LARGE PRINT-STOPPED 2 YEARS AGO-CAN'T READ ANYMORE.
PATRICIA HAS TROUBLE WITH THE PHONE-I LIVE WITH HER & TAKE CARE OF HER-WE SO APPRECIATE ALL OF YOU!-LESLIE. WITHOUT TALKING BOOKS FOR MY MOTHER, SHE WOULD BE VERY BORED AS TV IS ALMOST IMPOSSIBLE FOR HER TO WATCH. TALKING BOOKS ARE ON DAILY, MANY HOURS, EVERYDAY-SHE LOVES THEM.
THIS SURVEY COMPLETED BY HER HUSBAND. CLINT A. MAST
TALKING BOOKS ARE A MOST IMPORTANT PART OF RYAN'S DAILY ACTIVITIES. HE HAS ENJOYED THEM FOR 18 YEARS AND WE APPRECIATE YOUR WONDERFUL SERVICE VERY MUCH.
SUBJECTS PHYSICAL TREMOR IN HER HANDS (?) HER ABILITY TO LOAD TAPES INTO THE MACHINE & TO OPERATE THE TAPE PLAYER. SHE LOVED THE TAPES & BOOKS SHE HAS HEARD. SHE HAS M.S. SHE HAS A B.S. DEGREE IN COMPUTER SCIENCE & BUSINESS. IF YOU HAVE IDEAS TO TRY, SHE IS THE YOUNGEST RESIDENT IN THE BROOMFIELD NURSING HOME.
VERY HELPFUL SERVICES. I CAN'T KEEP UP WITH ALL YOU SEND ME. THANK YOU ALSO FOR PAYING FOR POSTAGE. I GET NO BENEFITS & MAKE VERY LITTLE MONEY
THE CATALOG COMES (?) LATE FOR ME TO MAKE REQUESTS. BOOKS I REQUEST NEVER (?).
PLEASE SEND ME SOME TAPES.
VERY POLITE AND HELPFUL STAFF
MORE CHRISTIAN AUTHORS
THANK YOU FOR THIS SERVICE!
I ENJOY IT VERY MUCH AND LIKE LISTENING BOOK. I CAN NOT READ VERY FAST AND HELP ME ALL A LOT.
IS A GOOD LIBRARY. I LIKE THE BOOKS THEY SEND ME, AND THEIR SERVICES.
I WOULD AP-PRECIATE IF THERE WERE A LIST OF THE NEWS & BOOKS ON TAPE RELEASED PERHAPS MONTHLY-IT WOULD FACILITATE ME A FASTER WAY OF APPLYING FOR THEM THAN YOU-ELAINE.
PLEASE DISCONTINUE ALL THESE SERVICES, FROM NOW ON.-THANK YOU. REMOVE MY NAME FROM YOUR MAILING LIST. I NOW LIVE AT GREELEY CENTER OF INDEPENDENCE & CAN NO LONGER USE ANY OF YOUR SERVICES.
I'M VERY HAPPY WITH YOUR SERVICES.
VERY CONCERNED ABOUT COST OF NEW PLAYBACK DEVICE FOR STUDENTS & SIZE OF CARTRIDGE THAT RECORDED INFO WILL BE ON-AFRAID MANY WILL BE LOST.
I HAVE RECEIVED SEVERAL BOOKS WITH ONE TAPE MISSING.

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THIS DOES NOT APPLY TO ME BECAUSE I'M NOT USING IT. WHEN I CALLED TO RETURN PLAYER, THEY TOLD ME TO KEEP IT A WHILE LONGER.
OUR MACHINE NO LONGER WORKS SO WE HAVEN'T USED THE LIBRARY FOR AWHILE.
EXCELLENT RESOURCE-HAS GIVEN ME AS A PERSON WITH A SEVERE LD.-THE ABILITY TO KEEP UP IN A MAINSTREAM CLASSROOM.
I AM INCLUDING A LETTER TO TERMINATE SERVICES. THE AUDIO BOOKS WORKED FOR A WHILE BUT IT WAS NOT THE ONLY MEDIA THAT HE NEEDED FOR HIS HIGH FUNCTIONING AUTISM. PLEASE FIND ATTACHED LETTER. I AM ALSO RETURNING THE TAPE PLAYER. THANK YOU FOR YOUR SERVICES. I'LL ALSO SEND ONE DIRECTLY TO THE TALKING LIBRARY.-JANICE ARCHULETA.
I WOULD LIKE TO SEE MORE BOOKS IN SPANISH AS I AM A SPANISH MAJOR IN COLLEGE
I HAVE DEALT WITH DENNIS FOR YEARS, HE IS A GREAT ASSET FOR THE LIBRARY THE REST OF MY FAMILY IS BLIND AND USES THE LIBRARY IN THEIR RESIDENTIAL STATES WE APPRECIATE THE AVAILABILITY. THANK YOU.
IT IS A GREAT HELP FOR ME AND OTHERS
COULD WE IMPROVE OUR CUSTOMER RELATIONAL TELEPHONIC COMMUNICATION SKILLS REGARDING SERVICE? CAN WE ADD MORE CHRISTIAN BOOKS TO OUR LIBRARY COLLECTION, PLEASE? SERVICE DURING PHONE CALLS MORE CHRISTIAN BOOKS.
I WAS WONDERING IF YOU CAN HAVE TOPICS TO PICK FROM.
YOU DO A GREAT JOB AND PROBABLY MOSTLY WITHOUT ENOUGH THANKS.
WE SOMETIMES RECEIVE BOOKS THAT ARE WELL ABOVE OUR CHILD'S READING LEVEL; MORE BOOKS AT THE MESCHOVL LEVEL WOULD BE APPRECIATED. WHILE BOOKS ONLY IN BRAILLE CAN BE USEFUL IN TONS OF EXPOSURE FOR OUR SON, WE ARE NOT BLUEFITTING FROM THESE AS HIS SIGHTED PARENTS, AND WOULD ENJOY MORE TWIN-VISION BOOKS.
I THINK YOUR SERVICE IS WONDERFUL. I ONLY HAVE ONE SUGGESTION. IT WOULD BE HELPFUL TO GROUP BOOKS BY SUBJECT IN THE CATALOGS, I.E., ROMANCES, MYSTEREIS, ETC. THANK YOU!
YOU PROVIDE A VERY VALUABLE SERVICE.
PESONNEL HAS ALWAYS BEEN PROFESSIONAL-KNOWLEDGABLE FRIENDLY.
I REALLY APPRECIATE THE SERVICE-THANK YOU.
YOU GREATLY IMPROVE THE QUALITY OF LIVING FOR MANY-MANY PEOPLE-THANK YOU.
MAYBE SENDING OUT BOOKS AS SOO AS WE TURN THEM IN.
WE ATTEMPTED TO USE THE TALKING BOOK 1 X @ OUR FACILITY-THINKING OUR MEMBERS WOULD GET MORE OUT OF A PROFESSIONALLY READ BOOK. IT DID NOT SEEM TO WORK WELL WITH THIS GROUP. PLEASE CONTACT ME IF YOU HAVE MORE QUESTIONS.
STAFF IS FRIENDLY, EFFICIENT & EAGER TO HELP.
I REALLY ENJOYED USING COLORADO TALKING BOOK LIBRARY WHEN I WAS IN ELEMENTARY THREW HIGH SCHOOL BUT DO NOT CURRENTLY USE YOUR SERVICE SINCE I GET SUPPORT FROM MY UNIVERSITY THANKS FOR THE HELP THOUGH.
VERY GOOD! THANK YOU REAL GOOD SELECTION & VERY INTERESTING-HELPS ME AFTER MY STROKE.
I HAVE ENJOYED OCCASSIONALLY LISTENING TO AUDIO BOOKS-BUT MANY TIMES FIND IT HARD TO CONCENTRATE. I HAVE BEEN TRYING TO READ LARGE, BOLD PRINT BOOKS WHICH IS RATHER CHALLENGING BUT ENJOYABLE. I WOULD LIKE TO RECEIVE THE CATALOG FOR LARGE,

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BOLD PRINT BOOKS AT YOUR EARLIEST CONVENIENCE.

THE SERVICE HAS BEEN A GREAT HELP TO ME. I WAS AN AVID READER AND WHEN I LOST THE ABILITY TO READ EVEN LARGE PRINT-YOU LITERALLY CHANGED MY LIFE. I WANT TO EXPRESS SPECIAL APPRECIATION TO "DENNIS" WHO NEVER IS TOO BUSY TO ASSIST AND AID ME. I STILL TEACH A POETRY APPRECIATION CLASS AT THE SENIOR CENTER AND HE HAS HELPED ME ENDLESSLY. I USE THEM FOR A POETRY CLASS I TEACH & DENNIS IS ALWAYS SO HELPFUL. (PATIENT AND KNOWLEDGEABLE). DENNIS IS GREAT! *DENNIS PETRO L.B.

I AM SO GRATEFUL FOR TBL SERVICES. I HAVE BEEN WITH THIS PROGRAM SINCE 1982. I WAS LIVING IN ALASKA AT THE TIME THEN MOVED TO WYOMING AND USED THE SERVICE FROM SALT LAKE. NOW I USE THE COLORADO SERVICE. IT HAS BEEN A LIFE SAVER FOR ME. I DON'T KNOW WHAT I WOULD HAVE DONE WITHOUT IT. YOUR SERVICE, AS THE OTHERS HAS ALWAYS KEPT ME SUPPLIED WITH CASSETTE BOOKS ON A WIDE (?) OF INTERESTING SUBJECTS. I HAVE BENEFITED FROM THIS SERVICE; BOOKS I WOULD NEVER HAVE HAD ON MY OWN'S INFORMATION I WOULD NOT HAVE (?) WITHOUT THIS SERVICE. I CANNOT THANK YOU ENOUGH. NOW THAT I HAVE BEEN DIAGNOSED WITH MACULAR DEGENERATION (JULY 2008) YOUR SERVICE WILL BECOME MORE IMPORTANT TO ME. AGAIN, THANKS! SINCERELY, LESLIE ANN KOESTER

WE NEVER HEARD ABOUT THIS YEAR'S READING PROGRAM FOR THE SUMMER. WAS IT CANCELLED.

I HAVE DISCONTINUED THE PROGRAM FOR NOW. FRIENDS HAVE GIVEN ME SEVERAL BOOKS SO I WAS HAVING PROBLEMS FINDING TIME TO LISTEN TO THE TALKING BOOKS. EXCELLENT PROGRAM-I USED IT BECAUSE THE DIFFICULTY HOLDING ON TO REGULAR BOOKS. I HAVE A PILLOW DESIGNED TO HOLD BOOKS OPEN FOR ME.

NOT NECESSARY USE E-MAIL ONLY PLEASE. WE ARE BOTH DELIGHTED WITH IT. THANK YOU VERY MUCH!

BETTER SELECTION OF AUDIO BOOKS THAN LOCAL LIBRARY AND EXTENDED LENGTH OF LOAN IS GREAT.

I DO NOT KNOW WHAT MY HUSBAND WOULD DO WITHOUT THIS SERVICE. MARGARET WILSON
THANK YOU.

LOOKING FORWARD TO MOVE DIGITAL PLAYER.

I DON'T LIKE SIZE OR THE MACHINE. IT IS TOO CUMBERSOME TO MOVE FROM ROOM TO ROOM.

VERY HELPFUL, ESPECIALLY WITH BOOKS NEEDED FOR SCHOOL. A REAL LIFE SAVER! THANK YOU SO MUCH!!

APPRECIATED!

IT'S AWESOME BEING ABLE TO CALL UP AND ASK FOR MORE BOOKS IN THE SUBJECT AREA THAT I LIKE, GREAT SERVICE!! THANKS DENNIS

THANK YOU FOR PROVIDING SUCH A VALUABLE SERVICE TO SO MANY PEOPLE.

HAVE REALLY APPRECIATED ALL THE STAFF & YOUR SERVICES. DO WISH THERE WERE MORE "CLASSICAL" TYPE LARGE PRINT BOOKS. THANKS TO ALL

I REALLY HAVE APPRECIATED THE RESOURCES YOU HAVE AVAILABLE TO ME I HAVE USED THE LIBRARY EXTENSIVELY AND HAVE ENJOYED BEING ABLE TO RELAX WITH A GOOD BOOK.

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I RETURNED MY CASSETTE PLAYER I WAS HOPING TO GET A DIGITAL ONE.
NEED MORE BOOKS BY: LOUIS LAMOUR, ROBERT PARKER, MORE WETERN & LAWYER NOVELS. THE SERVICE THAT I GET IS EXCELLENT.
THE TALKING BOOK LLIBRARY HAS BEEN A BLESSING. THE STAFF IS EXTREMELY KIND & HELPFUL!
I HOPE TO MAKE MORE USE OF THE SERVICE BECAUSE MY EYESIGHT IS FAILING FASTER THAN EVEN LAST YEAR. AND; THANK YOU FOR YOUR SERVICE. REG C.
WE ARE VERY GRATEFUL THAT WE CAN USE THIS SERVICE. IT HAS MADE READING BEARABLE FOR MY CHILDREN! THANK YOU!
MORE CURRENT BOOKS THAT HAVE BEEN RELEASED WITHIN THE LAST 24 MONTHS. MY FAVORITE AUTHORS ARE: PHYLLIS WITNEY, JANET DARLY, FERM MICHAEL, DANIELLE STEELE, AND VICTORIA HOLT. BARBARA WALTERS NEW BOOK. THANK YOU FOR YOUR SPECIL SERVICE. ELEANOR R. ANDERSON. THANK YOU FOR EVERYTHING-DAUGHTER "SHERRY"
VERY GOOD SERVICE, DON'T USE AS OFTEN AS I SHOULD.
I (WE) APPRECIATE THIS WONDERFUL SERVICE AND LOOK FORWARD TO RECEIVING AN ADDITIONAL BOOK EACH WEEK.
MY MOTHER RITA IS 88 YRS. OLD & I ORDER FOR HER UNFORTUNATELY MOST OF THE BOOKS HAVE STRONG LANGUAGE, SEX, AND VIOLENCE! IT MAKES IT VERY DIFFICULT TO ORDER A DECENT BOOK.
I AM VERY GRATEFUL TO RECEIVE YOUR SERVICES THE STAFF IS ALWAYS HELPFUL AND KIND. THANKS FOR DOING A GREAT JOB.
LOOKING FORWARD TO DIGITAL NEW MACHINE CD RECORDING.
I LOOK FORWARD TO FRIDAYS WHEN I USUALLY RECEIVE A NEW SELECTION OF BOOKS. MY LIFE IS SO MUCH MORE PLEASURABLE WITH THE BOOKS AS READING HAS ALWAYS BEEN HIGH PRIORITY FOR ME. SPECIAL REQUESTS ARE SENT TO ME. VERY PROMPTLY STAFF HAVE ALWAYS BEEN GELPFUL AND PLEASANT. I REALLY DO NOT THINK I COULD DO WITHOUT YOU PEOPLE. THE SERVICES YOU PROVIDE. I THANK YOU.
THIS FORM WAS COMPLETED FOR NICOLA V. GREENER (NIKKI) BY HER MOTHER JEAN GREENER- NIKKI IS BLIND & HEAD INJURED FROM AN AUTO ACCIDENT-SHE USES HER TAPE PLAYER EVERY DAY AND IT MAKES HER LIFE MORE MEANINGFUL.
THANKS JERI YATCKOSKE
IF NECESSARY ONLY TO CALL..THANK YOU FOR YOUR COMENDABLE SERVICE
GOOD PEOPLE GOOD BOOKS
THANK YOU FOR THIS WONDERFUL SERVICE! WE LOOK FORWARD TO USING MORE OF THE SERVICES YOU PROVIDE IN THE FUTURE
I'D LOVE TO HEAR FROM YOU. I ALWAYS ENJOY TALKING TO YOUR EVERY PLEASANT LIBRARIANS.
I'D LOVE TO HEAR FROM YOU. I ALWAYS ENJOY TALKING TO YOUR VERY PLEASANT LIBRARIANS. I MENTIONED EARLIER, WOULD YOU PLEASE TELL ME WHAT LARGE PRINT MAGAZINES & BOOKS YOU HAVE? I'D REALLY LIKE THAT.
YOU DO A GREAT JOB! THANK YOU
MORE RECENT/BEST SELLER BOOKS IN LARGE PRINT.
I READ DURING THE DAY & LISTEN TO YOUR BOOKS THRU THE LONG NIGHTS. WHAT WOULD I DO WITHOUT ALL OF YOU?

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YOU CAN CALL MY DAUGHTER, PAT. I CAN NOT HEAR ON THE PHONE. EXCELLENT SERVICES. WONDERFUL CHANGE OF MY LIFE!

I LISTEN TO BOOKS (?):

AT BIRTH WAS BORN WITH DEGENERATION OF THE CENTRAL NERVOUS SYSTEM. I NOW HAVE DIABETES GLAUCOMA & MACULAR EYE DISEASE. ALL OF MY SENSES ARE AFFECTED. THIS IS A RARE, DISEASE AND THE DOCTORS WHO KNOW OF IT IS AS RARE AS THE DISEASE. IT IS GENETIC SO THERE IS NO CURE AT THE PRESENT TIME THIS AFFECTS (?) THE SENSES SO (?) SENSES ARE DULL AND IT CAN BE HARD TO MAKE DOCTORS UNDERSTAND WHAT (?) ARE TALKING THEM. BOTH PARENTS HAVE TO HAVE THE DISEASE BUT IT CAN GO SEVERAL GENERATIONS OR EACH GENERATION (?) USUALLY THE FIRST (?) SYSTEM. I CAN'T USE MANY OF YOUR SERVICES BUT TO JUST MENTION SOMETHING TO WOULD I LIKE SOME INFO ABOUT IF IT IS AVAILABEL. I AM INTERESTED IN DOWNLOADING AS TO KNOW NOTHING ABOUT THE SUBJECT. I APPRECIATE OPPORTUNITY TO SHARE MY STORY WITH YOU. THE REST OF MY STORY IS I AM NOT A (?) BUT DOESN'T STOP ME FROM TEACHING LIMITED PEOPLE WHO NO ONE ELSE WILL BOTHER WITH. I AM SEVENTY ONE YEARS OLD. I AM A CHRISTIAN WOMAN SO I TEACH ON A CHRISTIAN PERSPECTIVE AT THE REQUEST OF THE CLASS (2) CURRENTLY. IT IS TAUGHT STRICLY BY BIBLE PRINCIPALS. I GREATLY ENJOY PREACHER WHO WRITE FOR THE SUBJECT OF EMOTIONS AND HOW TO DEAL WITH THEM. RIGHT NOW SIVENDOLF IS THE AUTHOR I AM USING. I ALSO HIGHLY APPROVE OF T.D. JAKES. I USE A HIGH INTESITY LAMP AS WELL AS A MAGAZINE LIGHT AND WRITE MY SUBJECT MATERIAL DOWN MY GALS UNDERSTAND MY LIMITATIONS. THEY ACCEPT ME AND I ACCEPT THEM.

I CAN'T IMAGINE DOING WITHOUT IT, A HUGE DIFFERENCE IN MY REALITY OF LIFE EMOTIONALLY & MENTAL ACTIVITY. WHEN MY LOCAL LIBRARIANS NOTICED I WAS CHECKING OUT TAPES INSTEAD OF PRINT, THEY GANGED UP ON ME WITH APPLICATION & REALLY ENCOURAGE ME TO APPLY. ONE OF THOSE TIMES WHEN PEOPLE MAKE A BIG DIFFERENCE IN ONES LIFE. I LISTEN WHILE I EAT, AND WHILE DOING LUNG CARE TOO, AND SPEND MORE TIME DOING A BETTER JOB OF BOTH. BUT THAT'S JUST A WONDERFUL SIDE-EFFECT TO NOT BEING ABLE TO USE PRINT MATERIALS EXCEPTION IN A VERY LIMITED WAY. I THINK PUBLIC LIBRARIES ARE ONE OF THE GREATEST SOCIAL INVENTIONS. FOR EXAMPLE, I'VE LEARNED "GOT ACQUAINTED WITH" DIFFERENT RACIAL & ETHNIC FAMILIES, AND DIFFERENT DISABILITIES. JUST AS MY LOSSES HELP OTHERS REALIZE WHAT THEY HAVE LEFT. I WAS A NAVY WIFE DURING VIETNAM, BUT THROUGH TALKING BOOKS I HAVE BECOME MORE CLEAR ABOUT WHY THE USE OF MILITARIES WITH MODERN WEAPONS AND A MIX OF PEOPLE WITH DIFFERENT VALUES AND THE STRESS THEY ARE UNDER IS ALWAYS GOING TO CAUSE A GREAT DEAL OF HARM TO CIVILIANS-AND I AM TRYING TO ENCOURAGE PEOPLE TO LEARN ABOUT & SUPPORT OTHER WAYS OF SOLVING PROBLEMS. BOOKS I WISH WERE IN THE TALKING BOOK LIBRARY. WAGING NONVIOLENT STRUGGLE, BY GENE SHARP-MANY EXAMPLES OF IT'S USE IN DIFFERENT. BEYOND REASON: UING EMOTIONS AS YOU NEGOTIABLE-BY FISHER AND SHAPIRO (DANIEL)-NEW, RESPECTFUL MEANS OF NEGOTIATINGROGER OF HARVARD.

AS A YOUNG CHILD, OUR SON WAS ENROLLED FOR LEARNING DISABILITIES RESULTING FROM EPILEPSY. HE IS NOW IS (?) AND WE HAVE FOUND THAT THE SCHOOL HAS MOST TEXTBOOKS ON CD'S WE CAN CHECK OUT FROM THE LIBRARY. READINGS FOR ENGLISH ARE HANDED OUT IN PAPERBACK AND ARE ALSO AVAILABLE ON DISC. WE HAVE RETAINED YOUR SERVICES AS A BACKUP, BUT IT SEEMS MORE AND MORE THAT SCHOOLS ARE MOVING AWAY FROM TRADITIONAL TEXTBOOKS. THANK YOU!

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PLEASE SEND MORE INFO ON DOWNLOADING BOOKS & IPODS THAT I CAN USE EASILY.
WONDERFUL & HELPFUL. I WOULD LIKE TO GET DRUNVALO MACELZADEK. HE WROTE THE ANCIENTS SECRETS TO THE FLAVOR OF LIFE 1 & 2.
I LOVE CTBL-I HAVE BEEN AN AVID READER OF BOOKS SINCE CHILDHOOD, AND THOUGHT PART OF MY LIFE WAS (?) WHEN I LOST MY SIGHT. THANKS TO CTBL IAM 94 YEARS OLD AND MUCH ALIVE! MY HEART FELT THANKS TO A MUCH VALUED ORGANIZATION.
EXCELLENT SERVICE, EXCELLENT CHOICE OF MATERIALS. I AM VERY THANKFUL FOR YOU AND YOUR SERVICES, VERY HAPPY AS TO HOW FAST THEY RESPOND TO HIS CALLS FOR SERVICE OR NEEDS.
HELLO-WE ARE TAKING A BREAK FROM THE LIBRARY RIGHT NOW. WE APPRECIATE YOUR SERVICE. MISS DANS
I'D LIKE TO SEE MORE INTECLECTUAL BOOK CONTENT THANKS FOR PROVIDING A GREAT SERVICE!
ALWAYS COURTEOUS AND HELPFUL TO MY FATHER.
THE TALKING BOOK LIBRARY WAS VERY HELPFUL IN SETTING UP THE FORMS AND EQUIPMENT AT THE LIBRARY HERE IN TRINIDAD
WHAT BOOKS ON TAPE DO YOU HAVE ON CD AND ARE THEY AVAILABLE?
THANK YOU FOR THIS SERVICE, AND ALLOWING ME TO KEEP READING BOOKS
YOUR DOING A FINE JOB
I AM EXTREMELY GRATEFUL FOR THE SERVICES PROVIDED. AT FIRST I WAS SENT MATERIAL FOR A 12 YR. OLD-YOU HAD NO WAY OF KNOWING MY AGE. THAT HAS BEEN CORRECTED, THANK YOU. I ONLY WANT MATERIAL I REQUEST. I HAVE MANY INTEREST, BUT LESS TIME YOU SEE.
I HAVE BEEN USING YOUR SERVICES FOR THIRTY YEARS AND FIND THEM EXCELLENT. (P.S. FROM HER DAUGHTER-SHE IS 106 YEARS OLD-THIS IS HER ONLY FORM OF INFORMATION AND AMUSEMENT. THANKS!
WITHOUT I WOULD HAVE LOST MY SANITY.
ALL REPS ARE WONDERFUL HELPING ALL THE TIME, ESPECIALLY DENNIS
KRISTINE DOES NOT COMMUNICATE WELL, SURVEY FILLED OUT BY MOTHER, LORI THOM.
DENNIS IS WONDERFUL
YOU'RE PHONE STAFF IS VERY COURTEOUS. DENNIS IS ESPECIALLY HELPFUL, HOWEVER ALEX, IF HE STILL WORKS THERE, IS MOST DISAGREEABLE TO WORK WITH ACCORDING TO MY BLIND MOTHER, AS WELL AS MY PAST EXPERIENCE. THANK YOU.
KATHY PASSED AWAY JULY 17TH AND I AM HER PERSONAL REPRESENTATION-FRED BITTING
GOOD SERVICE, PLEASANT PEOPLE, SOME OF THE BOOK YOU CHOOSE, I DON'T LIKE. HAVE HAD SOME PROBLEMS GETTING THE BOOKS I ASK FOR.
THE MAILING SYSTEM IS SUPBERB, BOTH LIBRARY AND P.O. O LEEP ABRCAST OF THE TIMES WITH THE MAGAZINES AND THE BOOKS FOR ENTERTAINMENT. THE READING UNIT IS SO SIMPLE TO USE. MANY THANKS.
I CAN'T HEAR ON THE TELEPHONE. THIS IS A VERY HELPFUL SERVICE.
I FELL EDUCATED AND ENJOY LISTENING OR WANTING MOVIES. PLAN TO CONTINUE USE. I LOOK FORWARD TO MP3 PLAYERS. I READ ABOUT IN NEWSLETTERS. I LOOK FORWARD TO THE E'S COME UP FOR THE NEW MP3 MACHINE SO I CAN UPDATE MY OLD PLAYER. THANK YOU.
JUST STARTED WITH THE COLORADO LIBRARY. USED UTAH'S TALKING BOOK LIBRARY FOR ABOUT 10 YEARS. SURVEY FILLED OUT BY DAUGHTER.

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I LOVE YOUR SERVICE. AND FEEL VERY FORTUNATE TO HAVE IT.
UNABLE TO HEAR IF YOU CALL. ENJOY HEARING THE BOOKS-PATRON APPRECIATE THE SURVEY TO OUR (?) -FAMILY MEMBER
THANK YOU FOR PROVIDING THIS SERVICE
I WANT MORE CLASSICS LESS BEST SELLERS.
I HAVE TROUBLE SORTING THRU BOOKS ONLINE.
CAN AUSTIN GET HELP FOR HIGH SCHOOL READING MATERIAL
THE TALKING BOOK TAPE ARE FINE NOT ALL THE TIME, LOTS OF THEM WE RECEIVED ARE DAMAGE.
GREAT ORGANIZATION. I WISH I COULD PLAY YOUR CD'S ON MY RADIO
I WOULD LIKE TO EXPRESS MY GRATITUDE TO ALL THOU WHO GIVE THUS TIME AND EFFORT TO CTBL. WHEN EVER I CALL IT IS NICE TO HEAR A PLEASANT VOICE ON THE OTHER END WILLING TO HELP. AND (?) ONE PERSON CALLED DENNIS. I ALWAYS HERE A SMILE IN HIS VOICE EACH TIME I CALL. BUT LATELY, I HAVE NOT GOTTEN HIM WHEN I CALL. I ASLO THANK CTBL. FOR YOUR FREE SERVICES WITHOUT THEM I WOULD NOT BE ABLE TO GET MUCH READING DONE. THANK YOU
THIS SERVICE CAN BE SO VALUABLE TO MANY WITH OTHER THAN VISUAL DIFFICULTIES. IT HAS LOOKED FABULOUSLY FOR OUR DAUGHTER! THANKS!
I AM LOOKING FORWARD FOR THE DIGITAL BOOK/PLAYER
WE CALL FOR CASSETTE AND DENNIS IS VERY GOOD IN GETTING WANT WE WANT SENT NEXT DAY
I HAVE REALLY ENJOYED ALL OF THE BOOKS YOU HAVE GAVE ME IN THE MAIL
I ENJOYED THE CTBL VERY MUCH. I THANKS YOU FOR YOUR EXCELLENT ENDEAVOR FOR MY JUSE . BETTY HEA PFEFFER
I HAVE FOUND THAT THEIR HAVE BEEN FOOD ON SOMETHING ALL OVER THE TAPES.
I AM PLEASED TO BE ABLE TO CONTINUE TO READ BOOKS THROUGH YOUR SERVICE.
IT HAS HELPED TO STAY ACTIVE
NEED NEWER BOOK TITLES-NEED HELP WITH EQUIPMENT, I DON'T USE IT EITHER BECAUSE WITH MY OTHER DISABILITIES IT IS OVERWHELMING ON THE READING TOO SLOW, OR I (?) PERIOD WITH GOOD VISION.
I ENJOY WESTERN MUSCI LISTORY ETC. I AM HEALTHY, BUT MY EYES KEEP ME FROM BEING ACTIVE IN MANY WAYS.
THANK YOU FOR THIS EXCELLENT SERVICE. THE TALKING BOOKS HELP TO KEEP MY MIND ACTIVE.
VERY GOOD SERVICE. PLEASE KEEP ADDING TO THE LIBRARY HOLDINGS, PARTICULARLY IN THE AREA OF ACADEMIC BOOKS.
IT IS A GREAT SERVICE TO THE PEOPLE OF THE COMMUNITY TO HELP THEM STAY IN TOUCH WITH THE WORLD AND THE SURROUNDINGS, AND IF THEY HAVE THE TIME TO LISTEN TO THEM.
THANK YOU I GREATLY APPRECIATE YOUR SERVICE
THE SERVICE HAS BEEN EXCELLENT AND THE MATERIAL HAS BEEN EXCELLENT. I DON'T KNOW WHAT I WOULD HAVE DONE WITHOUT IT.
EXTREMELY VALUABLE SERVICE FOR HOUSEBOUND/SICK/VISUALLY IMPAIRED PERSON LIKE MYSELF! KEEP UP THE FINE WORK! GOD BLESS YOU!

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JUST A BIG THANK YOU
ALL STAFF PROFESSIONAL & COURTEOUS
E-MAIL ONLY. THANK YOUR FOR PROVIDING SUCH A VITAL SERVICE I NEVER FEEL ALONE WHEN READING BOOKS.
EXCELLENT VERY HELPFUL-PLEASE UPGRADE RICHARD TO HIGH SCHOOL LEVEL BOOKS-THANK YOU
AS A MOTHER OF TWINS WITH SIGNIFICANT COGNITIVE DISABILITIES, I AM SO THOUGHTFUL FOR THE AUDIO BOOKS EVERY MONTH. MY DAUSHTERS ENJOY THE STORIES VERY MUCH, AND THEY WOULD NOT BE ABLE TO READ THEMSELVES, BUT ARE VERY "WELL-READ" COMPARED TO MOST CLASSMATES!-JUDY OAKES
THE SERVICES ARE GREAT
VERY PLEASANT
SERVICE IS EXCELLENT
THANK YOU! THANK YOU! YOUR SERVICE IS A WONDERFUL BLESSING FOR MY DAUGHTER.
E-MAIL joannrouillar@aol.com THANK YOU VERY MUCH. I'M LOOKING FORWARD FOR A GOOD BOOK FOR PLEASURE ABOUT A GIRL IN GYMNASTICS. MAYBE AN AUTOBIOGRAPHY OR BIOGRAPHY THANKS AGAIN.
WONDERFUL
THANK YOU! ADD MORE BOOKS ON RELIGIOUS CULTS. ALSO, INFORMATION ON RETINITIS PIGMENTOSA AND PROGRESS IN CURING BLINDNESS.
THIS IS FILLEDIN BY MARTHA'S HUSBAND OF 67 YRS. WE ARE BOTH 90 YR OLD IN SEVERAL MO. THANKS FOR YOUR GOOD SERVICES TO MARTHA OVER THE YEARS.
GOOD
CASSETTS ARE CONFUSING-SOME SAY "TURN OVER", OTHERS DON'T CONTINUE THE STORY.
FOR THE LAST TWENTY YEARS MY WORLD HAS BE ENRICHED DUE TO THIS SERVICE. THANK YOU
YES I LIKE THE BOOKS VERY MUCH THANK YOU
RUTH SEEBER PASSED AWAY ON APRIL 19, 2008
TAPES SHOULD BE CHECKED FOR GARBLE WHEN RETURNED BY PATRONS HOW DO I GET ON THE ADVISORY BOARD?
PLEASE REMOVE ANY NAME FROM YOUR MAILING LIST. MY HEARING IS BAD AND I CANNOT LISTEN TO BOOKS ON TAPE. I AM MOVING TO WASHINGTON STATE SHORTLY. THANK YOU-WAYNE M. VAUGHAN
HAVE LIKE THE SERVICES VERY MUCH!
I THINK THAT COLORADO TALKING BOOK LIBRARY HAS SAVED ME FROM ABSOLUTELY GIVING UP DUE TO EXTREME PHYSICAL MEDICAL PROBLEMS (?) SO I HAVE STAY MENTALLY AWARE BECAUSE I USE TO (?) AND DO RESEARCH AND NOW I SITLL CAN. I BELIEVE NEXT TO GOD MY DOCTORS, THAT COLORADO TALKING BOOKS HAS GIEN ME A (?) OF LIFE. BACK THAT IT TOTALLY LOST WHEN I ALL OF A SUDDEN STARTED LOOSING THE SIGHT . FIRST I LOST HALF THE RIGHT NOW I'M UP 3/4 LESS SO WHAT A BLESSING THE LIBRARY HAS BEEN.
I THINK IT'S TERRIFIC-HOW I DON'T USE IT AS MUCH AS I SHOULD.
ENJOY THE BOOKS VERY MUCH. YOUR HELP AND SERVICE IS EXCELLENT!
EXCELLENT STAFF. I CAN DO MORE SCHOOL WORK AND LEISURE LITERATURE ON MY OWN.
VERY GOOD

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KATHRYN PASSED AWAY JULY 7, 2008. SHE ENJOYED YOUR TALKING BOOKS. I FILLED OUT THE SURVEY AS I KNEW OF HER FEELINGS REGARDING THE TALKING BOOKS AND YOUR SERVICE- KENNETH A. WHIPPLE
THANK YOU VERY MUCH!
SLOW MOVING TO GET THE PHONE WHAT I DO USE MAKES LIFE MORE PLEASANT I CAN STILL SEE SOME.
EXCELLENT SERVICE DENNIS (READER ADVISOR IN DENVER) HAS BEEN VERY HELPFUL IN TRYING TO FIND SUBJECTS I ENJOY.
WOULD LIKE BOOKS ON DVD & LIGHT/SMALL PLAYER SO COULD TAKE PLACES-LIKE LISTEN WHILE WAITING FOR BUSES, TO THE PARK, ETC.
I DO NOT USE THIS SERVICE ANY LONGER
WORKS GOOD!
EVERYTHING IS FINE AS FAR AS I AM CONCERNED.
PLEASE SEND JANET OAKE BOOKS
SO FAR I THINK THEY PROVIDE GOOD SERVICE.
I WOULD LOVE TO USE AN MP3 PLAYER OR MY COMPUTER TO LISTEN TO BOOKS.
LIST MORE BOOKS FOR CHILDREN-GRADES 1, 2, AND 3 IN QUARTERLY MAGAZINE AND/OR NEWSLETTER
AS AN OLDER PERSON DEPRIVED OF MUCH OF MY SIGHT I HAVE FELT WONDERFULLY BLESSED TO HAVE THIS SERVICE AVAILABLE. IT'S BEEN ABSOLUTELY GREAT AND I'M PREFOUNDLY GRATEFUL FOR THOSE WHO PROVIDED IT. THANKS SO VERY MUCH!!
I WOULD LIKE MORE BIBLE STORIES & THE BIBLE ON CD FOR YOUNGER CHILDREN
I APPRECIATE ALL THE GELP I'VE BEEN GIVEN AND I AM VERY THANKFUL.
BEING HALF BLIND IS VERY STRESSFUL. THE TALKING BOOKS ARE WONDERFUL. THIS HAS BEEN THE ONLY HELP I HAVE RECEIVED AND MY EYE SIGHT IS (?) WORTH. I CAN USE MY (?). THANK YOU SO MUCH FOR PUTTING PLEASE INTO MY LIFE . WILL WE BE GETTING NEWER MACHINE ROOM. (?) THANK YOU -
CALL MY SISTER CARMEN VAZQUEZ. I WOULD LIKE TO OBTAIN A LIST OF "SPANISH" AUDIO BOOK THAT I CAN CHOOSE FOR MY SISTER WHAT TYPE OF BOOKS SHE WANTS TO LISTEN. THANKS FOR HELPING HER. KNOW THAT SHE ENJOY LISTENING TO THE BOOKS CAN SHE GETS THEM EVERY THREE WEEKS.-CARMEN "GREAT ORGANIZATION"
ENJOY THE SERVICE BECAUSE I USED TO LOVE TO READ WHEN I COULD SEE
HE IS NON-VERBAL.
I WOULD BE LOST WITH OUT MY BOOKS-THANK YOU THANK YOU
IT'S BEEN HELPFUL FOR ME TO ONCE AGAIN HAVE LITERATURE, (?), POVERTY, NON-FICTION, ETC. LISTENING HAS IMPROVED MY DYSLEXIA. I LOVE YOU GUYS!
YOUR AN EXCELLENT SERVICE
SOON I MOVE TO EVERGREEN I WILL SEND NEW (?) SOON.
THIS IS A WONDERFUL SERVICE AND I THINK YOU ARE DOING AN EXCELLENT JOB. THANK YOU!
MY 13 YEAR OLD DYSLEXIC DAUGHTER IS ADDICTED TO LISTENING TO BOOKS ON TAPE. SHE IS EXPERIENCING LITERATURE THAT OTHER WISE SHE WOULDN'T BE ABLE TO(?) AN ENJOYABLE MANNER. ONE CRITICISM IS THAT THE SOUND QUALITY OF THE TAPE MACHINES ARE NOT THAT GOOD. WE WOULD PREFER A DIGITAL FORMAT. WE ARE THANKFUL FOR YOUR SERVICES.

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PHILLIP TELLS EVERYONE HE MEETS HOW MUCH HE LOVES TO READ. I AM (MOM) SO HAPPY TO HAVE FOUND THIS LIBRARY IT HAS OPENED UP OUR SONS WORLD. THANK YOU
I'M SO GLAD YOUR HERE. MY SON LOVES TO READ-AND COULD NEVER DO OTHERWISE-THANK YOU
A HIGHLY VALUABLE AND WORTH WHILE SERVICE. I LOOK FORWARD TO THE NEW DIGITAL PLAYER AND HOPE SOON TO TRY MY FIRST INTERNET AUDIO DOWNLOAD.
IT'S A WAY FOR ME TO CONTINUE "READING"-i WAS A REAL AVID READER
SOMETIMES TOO MANY TAPES ARE SENT.
I TEACH HIGH SCHOOL STUDENTS WITH SIGNIFICANT COGNITIVE SUPPORT NEEDS. I DO NOT CURRENTLY HAVE ANY VISUALLY IMPAIRED STUDENTS. I AM CONFIDENT THAT YOUR LIBRARY AND SERVICES ARE DYNAMIC.
THIS SERVICE HAS BEEN A LIFESAVER AND INCREDIBLE SERVICE TO ME LOSING MY ABILITY TO READ HAS BEEN AN EXTREMELY DIFFICULT ADJUSTMENT FOR ME. THE CTBL HELPS ME CONNECT TO MY WORLD, STAY CURRENT ON NEW INFORMATION, AND GIVES ME HOPE TO CONTINUE LEARNING THROUGHOUT MY LIFE. THANK-YOU FOR ALL YOU DO.
WISH MACHINE SIMPLERE TO OPERATE AND RELOCATE STOPPING POINT.
WE HAVE USED THESE MATERIAL FAR A STUDENTS WHO WILL AGE OUT IN 2 YEARS.
CTBL IS A EXCELLENT SERVICES MADE MY LIFE BETTER!!
NO COMMENTS
EXCELLENT SERVICE-THANK YOU SO MUCH FOR YOUR HELP
GREAT-SERVICE-ENJOY TALKING TO THE YOUNG PEOPLE AT THE LIBRARY-ESPECIALLY DENNIS FROM BIRTH I HAVE BEEN SLOWLY GOING BLIND. KEEP UP THE GOOD WORK.
WHENEVER GARETT NEEDS A BOOK FOR SCHOOL-YOU ALWAYS GET IT TO ME REALLY QUICK. EVEN BOOKS THAT HAVEN'T BEEN RECORDED YET. I'M ALWAYS IMPRESSED WITH THE SPREED IM WHICH THEY ARRIVE!
THE LIBRARY PROVIDE A WONDERFUL SERVICE-I AM TRULY GRATEFUL.
GOD BLESS ALL OF YO9U FOR MAKING LIFE A LITTLE NICER & NORMAL FOR ALL OF US!
I RECIEVE EXCELLENT PROFESSIONL AND PERSONAL SERVICE AND JUST WANT TO SAY THANK YOU AND 100% EXCELLENT SERVICE.
IT'S A GOOD LIBRARY FOR THE HELPING ME WHEN NO ONE WOULDN'T.
I WOULD LOVE TO START GETTING CD'S MAILED TO ME SO I COULD USE THEM ON THE GO. A EASY WAY TO ORDER BOOD ONLINE WOULD BE NICE TO. KIND OF NETFLIX FOR BOOKS.
LOVE YOUR PROGRAM. WILL CONTINUE SERVICE ESPECIALLY WHEN YOU GET DIGITAL SERVICE
EVERY THING HAS BEEN GOOD
THE STAFF IS WONDERFUL. THE PEOPLE ARE ALWAYS PATIENT AND GRACIOUS. THANK YOU. BARBIE