



Fall 2009

CTBL News

Colorado Talking Book Library • Denver

Highlighting CTBL's Patron Survey

In October of 2008 we sent out the most recent patron survey and now the results and report are completed. Overall customer satisfaction continues to remain exceptionally high with almost 99% of patrons rating CTBL as excellent or good. This is the 3rd survey in five years and these ratings remain consistent.

The one measure that has changed is for the newsletter. In 2004 the newsletter was rated as excellent or good by 75% of patrons. In 2006 that rating rose to 96% and now 95% of patrons rate the newsletter as excellent or good.

While we ask the customer satisfaction questions each time so we have comparable data, we do ask a set of different questions to take the pulse of our patrons. This time we focused on computers, broadband connections and digital downloading of audio files. Only 54% of patrons use computers and have access to high speed or broadband internet connections. Further only 24% of patrons use iPods or MP3 players and download digital audio books. Now you might ask why do we care to know this? It gives us a notion of how

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www.myctbl.org

CTBL's Patron Survey continued from page 1

many patrons will be interested in the BARD or Unabridged programs. See Tech Talk inside for more details.

We also learned that only 10% of patrons have used the descriptive video collection. In our last survey we discovered that only 10% of patrons have DVD players. So this helps in our decision whether to convert the video tape to DVD. We have decided to wait on such a conversion.

The staff and volunteers of CTBL strive to deliver great service to our patrons and the survey results show we are doing just that.

Outreach

Outreach continues at a busy clip with many staff pitching in to cover events. We continue to visit lots of vision support groups around the state. CTBL was represented at many events such as the Low Vision Fair in Greeley, the Low Vision Expo in Hayden and the State Activities Directors Annual state convention in Pueblo. If you would like Debbi to visit a support group, meet with a group or know of an event that CTBL should attend, please contact her.

**CTBL will be closed on the following days in 2009 & 2010:
September 7th and 8th, October 9th,
November 25th, 26th, and 27th,
December 24th, 25th, and 31st, and January 1st**

From the Director

Statistics—love them or hate them, we have to report them to NLS on a semi-annual basis and I use them to advocate and manage the library. Since I came to CTBL over five years ago the numbers that we got from our monthly computer generated reports didn't seem to add up. I questioned our software vendor more than they wished and it seems I was not the only one. They reconsidered the algorithm they use to calculate the statistics such as the number of active individual patrons. After deciding that it was not correct, they made an adjustment. Now this falls into the category of be careful what you wish for... our active individual patrons dropped from 13,486 to 6,331 overnight. Our only solace is that we had the company of 35 other states who also run the same software. So now we are a library of about 6,500 active individual patrons and have 315 organizational accounts.

Debbi

Second Annual Patron Open House

235 patrons, friends, and family visited the library on July 14th. They had tours of the library, met the staff, and got the first look at the new digital machine. 22 patrons tried out the studio by recording their story about the library. Fun was had by all. Check out the recorded stories on our website.

CTBL Staff

While CTBL has a large and important cadre of volunteers, the library does have 13 paid staff. We are state employees and part of the Colorado Department of Education. Our staff includes the director and administrative assistant; three reader advisors and one library technician; the studio—volunteer coordinator and a media specialist; and the mailroom operations supervisor and three staff. The listing is available on our website.

CTBL's staff is the core of the daily operations and provides the consistency and continuity from one year to the next. Some patrons believe the library is entirely run by volunteers and only call when absolutely necessary so as not to be a bother. Please know that the staff is here to serve you, our patrons, and we are happy to help in any way.

Resource of Interest—ReadHowYouWant

In the last newsletter we listed this resource and many patrons called the number below. **ReadHowYouWant** provides books in varying sizes of large print.

We received an email from the company letting us know that the **Large Print Book Shop** in Denver is now providing the retail service for the company. Marian Haugh is the owner and can be reached by phone at 303-721-7511 or 1-800-305-2743, or by visiting the website at <http://www.thelargeprintbookshop.com>

Reader Advisors

At times, patrons receive tapes that are too tightly wound or their own machine winds the tape too tightly. A patron called to say that when tapping the tape on a hard surface does not work, he puts his finger or nail file in the sprocket hole and gives it three turns to loosen the tape up. This usually works.

Upcoming Events of Interest

- **VIP Fair for people with Visually Impairments**—September 27, 2009 from noon to 4 pm at St. Joseph Hospital in Denver. For more information call ACBCO at 303-831-0117 or www.acbco.org
- **VIP Fair for people with Visually Impairments**—October 10, 2009 from 11 am to 3 pm in Glenwood Springs. For more information call ACBCO at 303-831-0117 or www.acbco.org
- **Theatre-in-the-Dark**—October 14, 2009 at the Stage Theater of DCPA with Guest of Honor, Mr. Donald Sea. For more information call ACBCO at 303-831-0117 or www.acbco.org
- **The Possibilities Fair for Those Losing Vision**—November 5, 2009 from 9 am to 3 pm at the Denver Doubletree Hotel, 3203 Quebec Street in Denver. For more information call 303-778-1130.

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- **55th Annual Convention of the National Federation of the Blind of Colorado**—November 5th through 8th, 2009 at the Denver Doubletree Hotel, 3203 Quebec Street in Denver. For more information visit www.nfbco.org or contact Scott LaBarre at 303-504-5979 or slabarre@nfbco.org

Tech Talk—Digital Book Downloads

The Colorado Talking Book Library has three digital book download services available to patrons. The first is **Unabridged**. This service provides commercial audio books for patrons to download and play on their computer, transfer to MP3 player, or burn to a CD. With the updated software most of the books on the site can now be played on an iPod—even the WMA format files. More information can be found by visiting the home page of Unabridged at <http://unabridged.lib.overdrive.com>.

Another download service is **BARD**, which is the NLS site to download the new digital audio books that will soon be available through the library. At the current time, patrons need a third party playback machine to use this service. NLS has recently added two additional players that can be used with this service. These players are the BookSense by GW Micro and the Plectalk Pocket.

The final download service is **WebBraille**. Through WebBraille a patron can download a digital Braille file to read through a

refreshable Braille display on your computer or mobile device. There are also some players, such as the VictorReader Stream, which translate the Braille file into audio. The WebBraille collection contains books, music scores, and magazines. More information is available through NLS at the following website:

<http://www.loc.gov/nls/reference/factsheets/webbraille.html>.

Advocacy for CTBL

Given the current economic climate and the state's budget situation, the Board of the Friends invite you to call your state legislator to tell them about the Colorado Talking Book Library and let them know how much the library's services mean to you. If you need their name or phone number, the reader advisors can give that information to you when you call the library.

Volunteer News—Volunteers Get a Workout!

When it comes to getting work done, our volunteers really excel! We call on them to help with many projects around the building, often with short notice. They help us build shelves and assemble new conference room tables, move stacks of boxes, and stocking our workstations. Volunteers have been seen hanging banners on the front of the building and painting the post in the parking lot.

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Volunteer News continued from page 7

When we are hosting a special event at CTBL, we call the volunteers to help us move the furniture, serve the refreshments, and show our guests around the building. Each time we call on them, the response is overwhelming and their enthusiasm is contagious!



Volunteers hanging the 9Health Banner

Collection News— Suggestions from New Additions

Suggestions from the hundreds of Large Print books:

PR017624

The Apostle Author: Brad Thor

In Brad Thor's latest pulse-pounding international thriller, Navy SEAL turned covert Homeland Security operative Scot Harvath is called to action once again to find the daughter of a politically connected family who has been kidnapped in the hinterlands of Afghanistan. Brimming with the kind of authenticity only someone with Brad Thor's military and intelligence experience could bring to the table, *The Apostle* reaffirms Thor's status as the master of the political thriller

PR017317

The Shack Author: William P. Young

Years ago, Mackenzie "Mack" Phillips's daughter Missy disappeared during a family vacation in Oregon. Now Mack receives a cryptic letter—apparently from God—inviting him back to the remote shack where Missy may have been murdered. There Mack confronts his grief, communes with God, and makes life-changing discoveries.
(Best seller 2009)

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PR017590

Lions of Iwo Jima Author: Major General Fred Haynes

This is the full story of Combat Team 28, one of the greatest units fielded in the history of the U.S. Marines. The unit trained for a full year, landed on the black sands of Iwo Jima on February 19, 1945 and raised the flag atop Mount Suribachi after four days of ferocious combat. Yet their battle had just begun. Fred Haynes, the last surviving officer in CT 28, draws on a wealth of previously untapped sources to recapture that experience in riveting detail.

PR013913

The Time Traveler's Wife Author: Audrey Niffenegger

Librarian Henry DeTamble first meets his future wife, Clare, when he is twenty-eight and Clare is twenty—but Clare has actually known Henry since she was six. Henry suffers from Chrono-Impairment, a disorder that catapults him sporadically through time, complicating the couple's enduring love. Some explicit descriptions of sex and some strong language. (2003)

PR017567

Shanghai Girls Author: Lisa See

In the mid 1930s two well-educated sisters from Shanghai go to Los Angeles to become brides of the "Gold Mountain men" when their family is on the verge of bankruptcy. When they get there

they are detained, interrogated, and humiliated for months. When one of the sisters becomes pregnant they vow that no one will ever know.

Suggestions from the Colorado Collection:

CC7264

The Ghosts of Denver: Capitol Hill

Author: Phil Goodstein ** Narrator: Nelson Grabenstetter

Denver native Phil Goodstein explores the city's spooky side in this detailed volume that focuses on haunted houses in the Capitol Hill neighborhood. Unveils a thorough history of the area's architecture, culture, and personalities, including those of ages past who have never left the "Queen City of the Plains." (Published by New Social Publications, 1996)

CC8189

Leap! What Will We Do With the Rest of Our Lives?

Author: Sara Davidson ** Narrator: Louise Lederhos

Thirty years ago, Sara Davidson wrote the bestseller *Loose Change*, about the baby-boomer generation's coming of age. Now this social observer has again turned her eye to her contemporaries, with a no-holds-barred look at the choices and challenges we face. True to character, boomers will approach these years differently from previous generations and they will not fade into the sunset. (Published by Ballantine, 2007)

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CC8190

Anton Woode: The Boy Murderer

Author: Dick Kreck ** Narrator: Norm Jones

Anton Woode was convicted of shooting Joseph Smith in the back for Smith's gold watch during an 1892 hunting trip near Brighton, Colorado. What made this homicide so unusual was that the confessed murderer was only eleven years old. Woode was sentenced to twenty-five years of hard labor at Canon City State Penitentiary, but, thanks to the intervention of Madge Reynolds, the child murderer was released after twelve years in prison and was pardoned in 1906. (Published by Fulcrum Publishing, Golden, Colorado. The author is a former staff writer for the *Denver Post*.)

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Parker, Ella
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Pastore, Esther
Patton, Harold
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Perkins, Enid
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Peterson, Orpha
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Pettit, Marcella
Pfeffer, Betty Hale
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Scharborough, Bettie
Scharnikow, Jim & Sheryl
Schilling, Marian
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