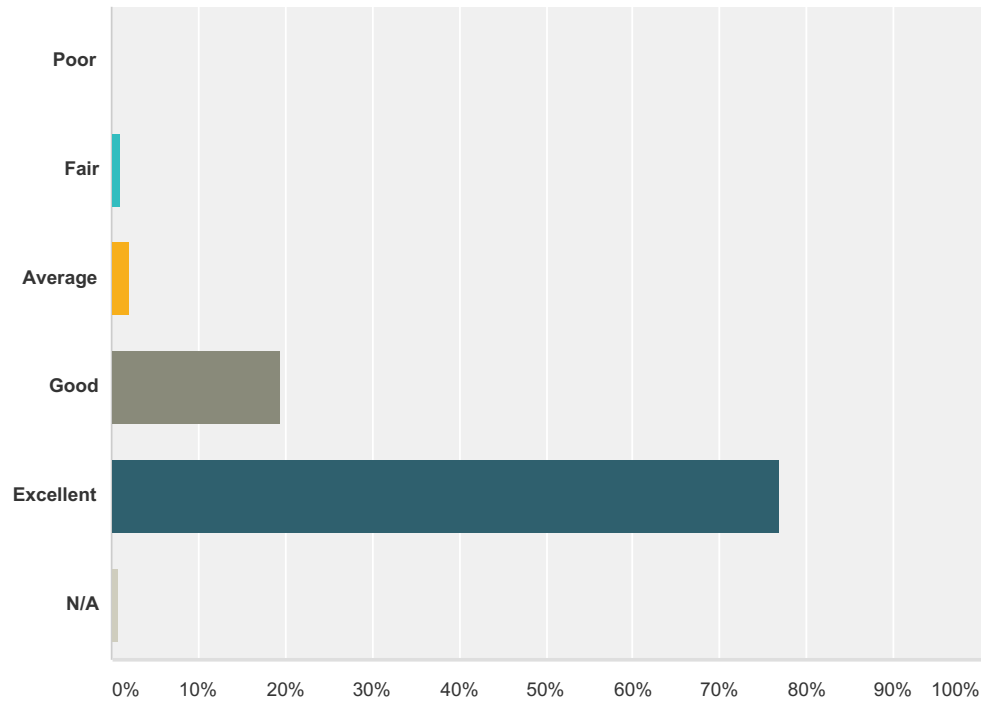


### Q1 Please rate our service.

Answered: 402 Skipped: 12

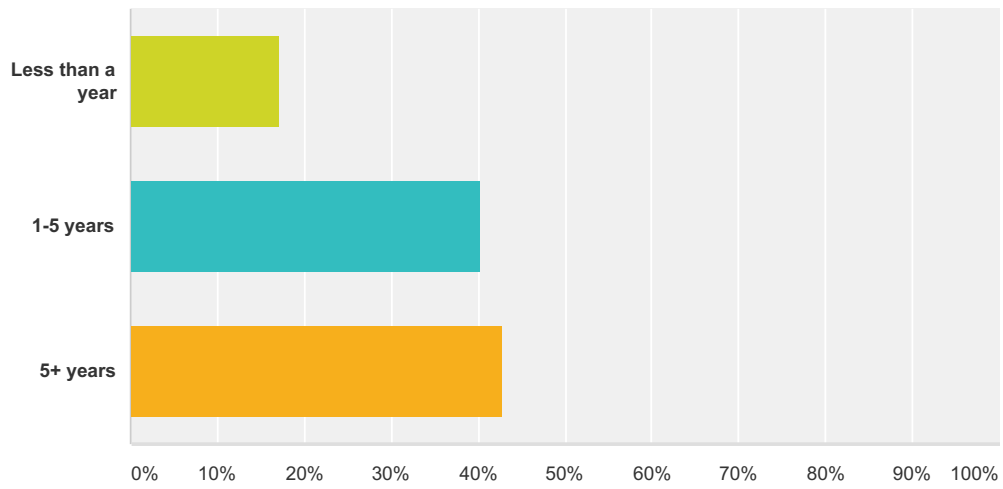


Answer Choices	Responses	
Poor (1)	0.00%	0
Fair (2)	1.00%	4
Average (3)	1.99%	8
Good (4)	19.40%	78
Excellent (5)	76.87%	309
N/A (6)	0.75%	3
<b>Total</b>		<b>402</b>

Basic Statistics				
Minimum	Maximum	Median	Mean	Standard Deviation
2.00	6.00	5.00	4.74	0.55

## Q2 How long have you used the Talking Book Service?

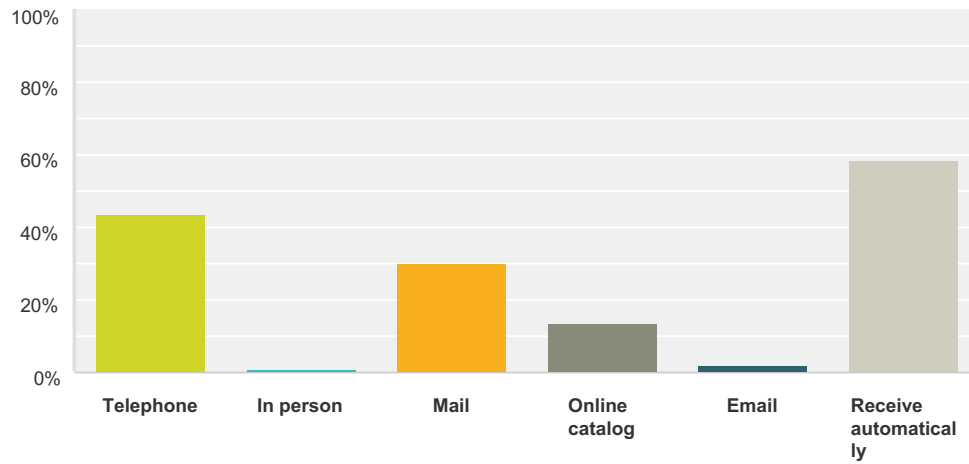
Answered: 405 Skipped: 9



Answer Choices	Responses
Less than a year	17.04% 69
1-5 years	40.25% 163
5+ years	42.72% 173
<b>Total</b>	<b>405</b>

### Q3 How do you order materials from the library? (Mark all that apply)

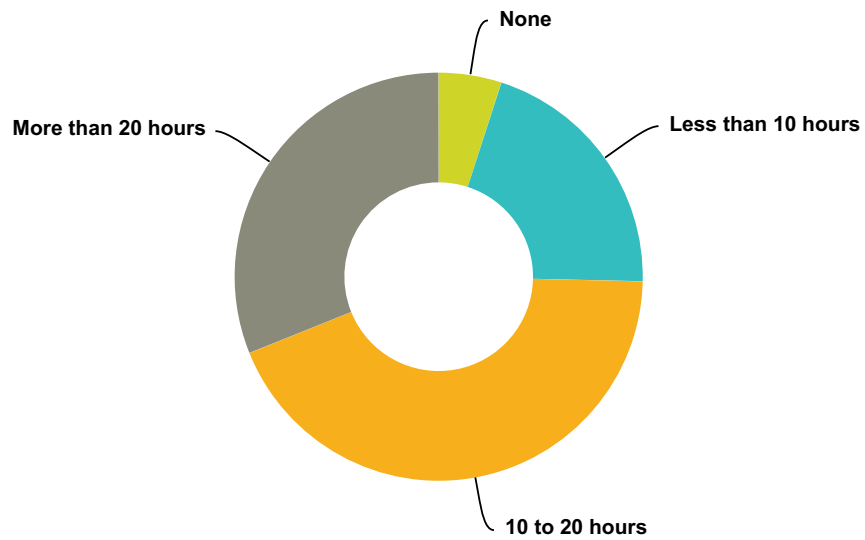
Answered: 401 Skipped: 13



Answer Choices	Responses	Count
Telephone	43.64%	175
In person	1.25%	5
Mail	30.17%	121
Online catalog	13.47%	54
Email	2.24%	9
Receive automatically	58.60%	235
<b>Total Respondents: 401</b>		

### Q4 During the past week, how many hours did you listen to books?

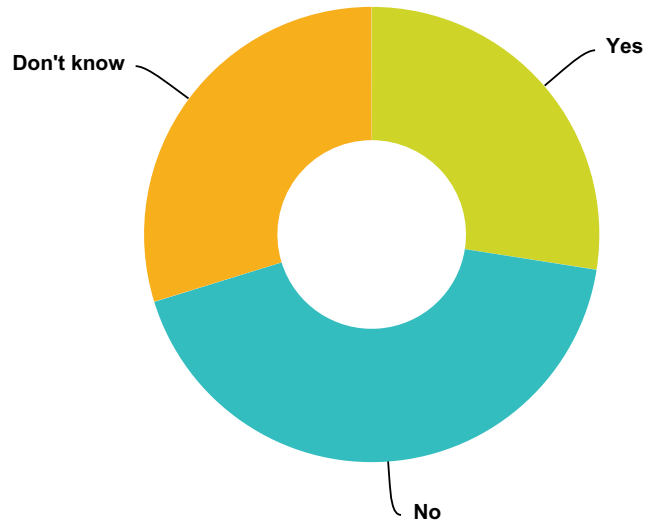
Answered: 402 Skipped: 12



Answer Choices	Responses	
None	4.98%	20
Less than 10 hours	20.40%	82
10 to 20 hours	43.53%	175
More than 20 hours	31.09%	125
<b>Total</b>		<b>402</b>

### Q5 Have you received any locally recorded titles?

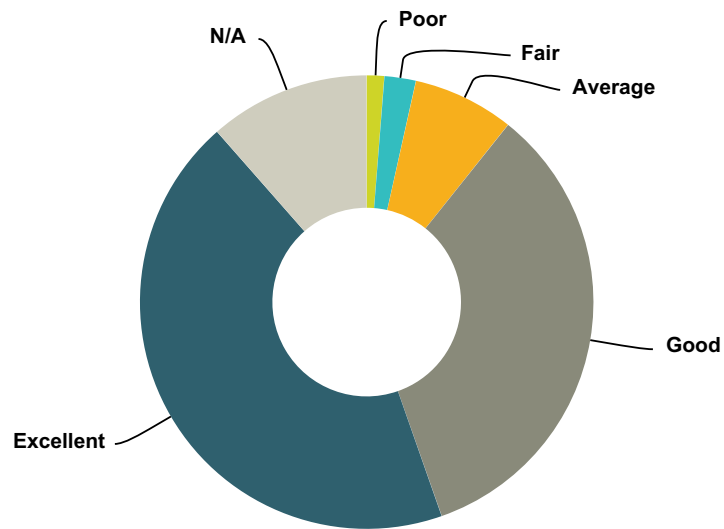
Answered: 393 Skipped: 21



Answer Choices	Responses	
Yes	27.48%	108
No	42.75%	168
Don't know	29.77%	117
<b>Total</b>		<b>393</b>

### Q6 Please rate timeliness of receipt of requested titles.

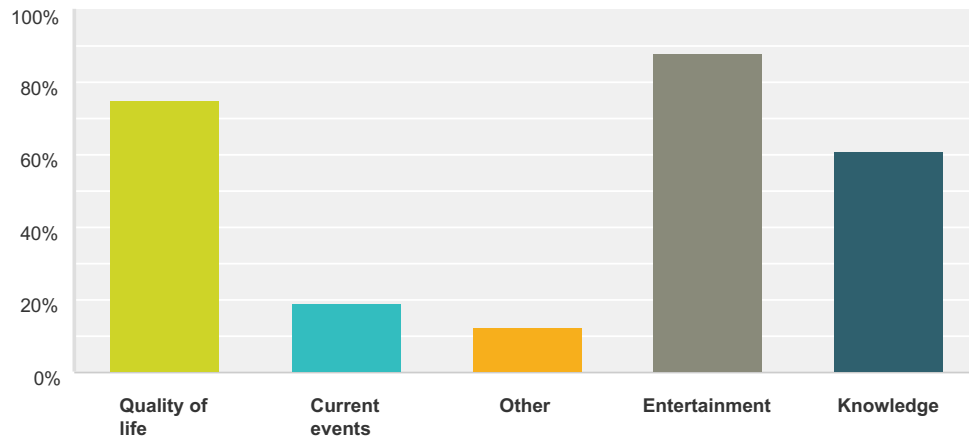
Answered: 401 Skipped: 13



Answer Choices	Responses	
Poor	1.25%	5
Fair	2.24%	9
Average	7.23%	29
Good	33.92%	136
Excellent	43.89%	176
N/A	11.47%	46
<b>Total</b>		<b>401</b>

### Q7 How do you benefit from using this program? (Mark all that apply)

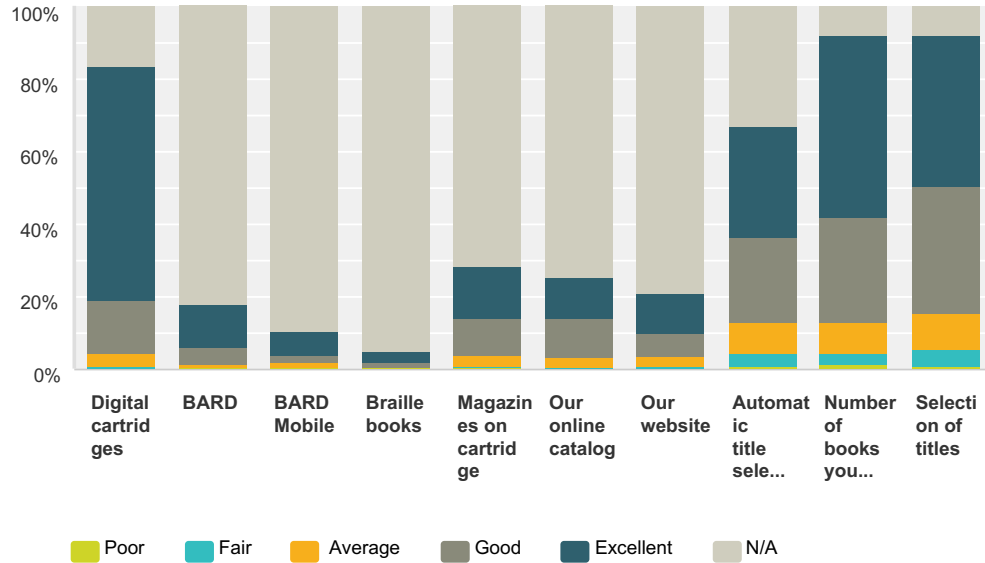
Answered: 401 Skipped: 13



Answer Choices	Responses	Count
Quality of life	74.81%	300
Current events	18.95%	76
Other	12.47%	50
Entertainment	87.78%	352
Knowledge	60.85%	244
<b>Total Respondents: 401</b>		

**Q8 For each category or service you use, please choose a rating on a scale of 1 to 5. If you do not use a service, please mark N/A.**

Answered: 398 Skipped: 16



	Poor	Fair	Average	Good	Excellent	N/A	Total
Digital cartridges	0.00% 0	0.83% 3	3.89% 14	14.44% 52	64.17% 231	16.67% 60	360
BARD	0.32% 1	0.32% 1	0.95% 3	4.44% 14	11.75% 37	82.22% 259	315
BARD Mobile	0.32% 1	0.00% 0	1.60% 5	1.92% 6	6.73% 21	89.42% 279	312
Braille books	0.32% 1	0.00% 0	0.00% 0	1.92% 6	2.56% 8	95.21% 298	313
Magazines on cartridge	0.60% 2	0.60% 2	3.02% 10	9.97% 33	14.50% 48	71.30% 236	331
Our online catalog	0.00% 0	0.31% 1	3.09% 10	10.80% 35	11.42% 37	74.38% 241	324
Our website	0.00% 0	0.95% 3	2.52% 8	6.62% 21	10.73% 34	79.18% 251	317
Automatic title selection	1.16% 4	3.19% 11	8.41% 29	23.77% 82	30.43% 105	33.04% 114	345
Number of books you receive	1.64% 6	3.01% 11	8.20% 30	28.96% 106	50.00% 183	8.20% 30	366
Selection of titles	1.11% 4	4.17% 15	10.28% 37	34.72% 125	41.94% 151	7.78% 28	360