

CTBL Patron Satisfaction and Status Report

Recent statistics from Library Research Service

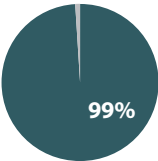
FAST FACTS

ED3/110.10/No.344

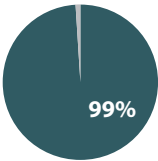
The Colorado Talking Book Library (CTBL) provides free library services to Coloradans of all ages who are unable to read standard print materials because of physical, visual, or learning disabilities. The CTBL patron satisfaction survey has been regularly distributed to an age-stratified sample of patrons since 2004. Below are highlights from the 2016 survey, as well as other year-end statistics.

Patron Satisfaction Survey, 2016

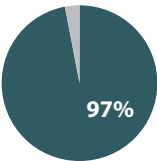
More than 9 in 10 CTBL survey respondents rated these services as **“excellent”** or **“good.”**



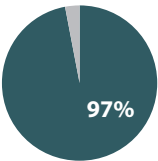
Overall quality of service



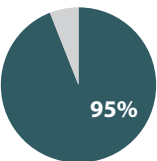
Courtesy of library staff



Quality of playback machine loaned to you



Completeness/condition of books received



Ease of contacting library staff

CTBL serves...

More than **6,200** active individual patrons

Every county in Colorado

More than **500** organizations

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

The top 3 personal outcomes include:



Reading books for pleasure

84%



Keeps my mind active

84%



Continue my hobby of reading

70%

The Average CTBL Patron

You saved my sanity, my life, when I found myself unexpectedly 75% blind. An avid reader, that was my first and biggest concern.

Resides: **on the Front Range**

Social media site of choice: **Facebook**

Means of contacting CTBL: **Phone**

Level of education: **College Degree (bachelor's or higher)**

Age: **61+**

Gender: **Female**

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

Thank you for helping me be able to read again. I missed it so much! Thought I had lost a big part of what makes me, me.

The Collection*



347,588 physical items circulated and **65,293** digital (BARD) downloads.

That's **56** items circulated, and **11** BARD downloads, for every individual patron!



Total collection: **193,885** unique titles, **10,901** of which were added this year!

Top formats by circulation



Staff & Volunteers*

In 2016, CTBL...

Handled circulating items **693,785** times



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



Assisted **659** patron walk-ins

Received and answered **1,676** emails



Repaired **2,496** playback machines

CTBL has its own sound studio for recording audio books...



First, volunteers are trained to be a reviewer. Later, they can become a sound board monitor or audition to be a narrator.

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

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

*July 2015 to June 2016

