

## In 2020, CTBL



served  
**6,328**  
patrons



served  
**605**  
orgs



manually  
processed  
**184,035**  
items



enabled  
**97,958**  
BARD  
downloads



added  
**1,373**  
new titles

# Colorado Talking Book Library 2020

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. Below are highlights from the 2020 patron satisfaction survey, as well as other year-end statistics.

## CTBL provides services throughout pandemic in 2020

CTBL was on track to circulate about **904,617 cartridge titles**.



Despite the pandemic, the library still circulated **870,212 titles**, only 4% less than projected.

CTBL was on track to circulate about **19,649 physical items**.



CTBL only had a 3% decline, circulating **18,965 non-cartridge physical items** like DVDs and large-print books.

CTBL was on track to assist about **582 walk-in patrons**.



**123 people walked in** before the library closed in March. The 79% who couldn't walk in could get help by telephone or email.

Excellent 83%

### Overall Patron Satisfaction with CTBL

Good 15%

Fair 1%

### Top 5 areas of satisfaction (% rated good or excellent)

Courtesy of staff: **99%**

Speed of delivery: **93%**

Condition of materials: **98%**

Ease of contact: **93%**

Playback machines: **96%**

The  
CTBL  
Collection

518,287  
digital  
books

32,713  
large  
print

735  
VHS,  
DVD

20,645  
braille

3,535  
other

"You're so flexible about tailoring services to peoples needs. I refer people to you, and they always love the service and the books."

"You've taken a handicapped old man and opened up the world for him."



Staff interacted with patrons **19,131** times in 2020

On average **173** active volunteers

The CTBL Workforce



Each of CTBL's three reader advisors help patrons **21 times** on average, every single day!

Volunteers recorded **55** new titles in the CTBL recording studio, repaired **1,481** machines, and donated **8,345** hours of work.

What did patrons get in 2020?



329,429 cartridge titles

2018: before Books on Demand

164% increase



870,212 cartridge titles

2020: after Books on Demand



That means

**138** digital titles

**15** BARD downloads

**3** physical items

annually, for every patron!

# CTBL Patrons

**50%** older than 76

**65%** women

**53%** visual handicap

**44%** with college degree

Top personal outcomes



**86%** value reading fiction for enjoyment



**81%** value keeping their minds active



**72%** value maintaining their hobby of reading

To learn more about CTBL, visit our website: [myctbl.cde.state.co.us](http://myctbl.cde.state.co.us)

To sign up for the service, please contact us at: 303.727.9277 or [ctbl.info@cde.state.co.us](mailto:ctbl.info@cde.state.co.us)



COLORADO Department of Education  
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