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.

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

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.

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%

Overall Patron Satisfaction with CTBL
- Excellent 83%
- Good 15%
- Fair 1%

The CTBL Collection
- 518,287 digital books
- 32,713 large print
- 735 WHS DVD
- 20,645 braille
- 3,535 other
“You’re so flexible about tailoring services to people’s 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.”

**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

**What did patrons get in 2020?**

- 164% increase
- 870,212 cartridge titles
- 329,429 cartridge titles

- 138 digital titles
- 15 BARD downloads
- 3 physical items annually, for every patron!

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

**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.

- That means 138 digital titles, 15 BARD downloads, 3 physical items annually, for every patron!

**2018:** before Books on Demand

**2020:** after Books on Demand

To learn more about CTBL, visit our website: 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

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