

2010
Talking Books Plus
Survey

Take the survey online at <http://bit.ly/tbpsurvey>

Talking Books Plus, Rhode Island's Library for the Blind and Physically Handicapped, is seeking information about the services provided to members. Please take a few minutes to fill out the survey. Your input is very important and will help us to better serve you and others who can benefit from the service.

1. Which Talking Books Plus resources are most important to you?

- Audio cassettes
- Braille
- Digital talking books
- Digital download (BARD)
- Described video

2. Do you receive the reading materials that you are interested in?

- Yes
- No (call us to update your selection process)

3. How do you select books? (Check all that apply)

- Automatic selection
- Talking Book Topics
- Online catalog
- Reader's advisor
- Other _____

4. What kind of information do you like to read in the newsletter?

- Booklists
- Reading Aid Products
- Book Programs
- Instructions for Book Searching
- Instructions for Book Ordering
- Other _____

5. How would you like to receive the newsletter?

(Select only one answer)

- | | |
|--|---|
| <input type="checkbox"/> Large print | <input type="checkbox"/> Audio cassette |
| <input type="checkbox"/> Digital cartridge | <input type="checkbox"/> Braille |
| <input type="checkbox"/> Email | <input type="checkbox"/> Read online |
| <input type="checkbox"/> Audio download | |

Call 574-9310 if you'd like to receive the newsletter in a different format than you are currently receiving.

6. Do you have access to a computer with high speed internet service?

- | | |
|---|--|
| <input type="checkbox"/> At home | <input type="checkbox"/> At work |
| <input type="checkbox"/> At a friend's | <input type="checkbox"/> At a public library |
| <input type="checkbox"/> At a vision services agency (such as Insight, Meeting Street) | |
| <input type="checkbox"/> Somewhere else? _____ | |

7. Have you ordered books from the Talking Books Plus online catalog?

(Check all that apply)

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Want more information |
|------------------------------|-----------------------------|--|

8. Have you downloaded books to a digital talking book machine using BARD? (Check all that apply)

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Want more information |
|------------------------------|-----------------------------|--|

9. Do you or would you use the public access computers at the public library to download digital talking books? (Check all that apply)

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Want more information |
|------------------------------|-----------------------------|--|

10. Are you experiencing any problems with the digital talking book system? (Check all that apply)

- Digital machine
- Downloading
- Ordering digital books by mail

11. If you use a computer, what assistive technology do you use?

- Jaws
- Windows Eyes
- Thunder
- Windows built in features
- Mac built in features
- None
- Other _____

12. Have you read the online Talking Books Plus Blog in the past year?

- No
- Once
- Twice
- More than 2 times

13. Please let us know how we're doing:

a. How easy is it to contact us?

- Easy
- Difficult

b. Are our staff members courteous?

- Always
- Most of the time
- Rarely
- Never

c. Does our staff respond to your questions in a timely manner?

- Always
- Most of the time
- Rarely
- Never

d. How would you rate the overall service from TBP?

- Excellent
- Very good
- Good
- Fair
- Poor

14. To help us interpret the survey results:

a. Your age is:

- | | |
|-----------------------------------|--------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 18-34 |
| <input type="checkbox"/> 35-49 | <input type="checkbox"/> 50-64 |
| <input type="checkbox"/> 65-79 | <input type="checkbox"/> 80+ |

b. How long have you been a member of RI Talking Books Plus?

- | | |
|---|---|
| <input type="checkbox"/> Less than 1 year | <input type="checkbox"/> 1 - 3 years |
| <input type="checkbox"/> 4 - 10 years | <input type="checkbox"/> More than 10 years |

15. How did you first learn about Talking Books Plus?

- | | |
|---|--|
| <input type="checkbox"/> Friend or Family | <input type="checkbox"/> Nurse or doctor |
| <input type="checkbox"/> Public library | <input type="checkbox"/> School |
| <input type="checkbox"/> Nursing home / assisted living | |
| <input type="checkbox"/> Agency (e.g., Insight, Services for the Blind) | |
| <input type="checkbox"/> Other _____ | |

16. What are the most important benefits that Talking Books Plus provides to you? (Check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Education | <input type="checkbox"/> Insight |
| <input type="checkbox"/> Inspiration | <input type="checkbox"/> Solace |
| <input type="checkbox"/> Support of Faith | <input type="checkbox"/> Pure Enjoyment |
| <input type="checkbox"/> Rejuvenation / Personal growth | |
| <input type="checkbox"/> Other: _____ | |

17. Please share any other comments you may have about Talking Books Plus:

18. How can we improve our service?

If you have changed your address, email or phone number in the last 6 months and did not notify us, please provide that information below.

Name _____

Address _____

Phone _____

Email Address _____@_____

If returning by mail, please remove the 8 page survey from the center of the newsletter and fold in half with the Talking Books Plus mailing address showing on the outside. Tape or staple and return the completed survey to us by January 31, 2011. Thank you.

Fold Here

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