Fall 2017 California Braille & Talking Book Library Survey Results

BTBL's biennial patron survey was conducted through Survey Monkey from November 2017 through January 2018. The Survey Monkey link was advertised on the BTBL home page, BTBL Facebook page, and in all versions of our newsletter (braille, audio, large-print, and electronic versions). The large-print edition of our Fall 2017 newsletter contained a detachable version of the survey that could be returned by mail. Mailed responses to the survey were manually entered by BTBL staff into Survey Monkey. Patrons also had the option to complete the survey over the phone with the live help of staff. The total number of responses we received was 260, and a detailed breakdown can be found below:

1. Do you have easy access to the Internet (either personally or through other means such as a local library, friend or relative)?

Answer Options	Response Percent	Response Count
Yes	63.9%	161
No	36.11%	91
	answered question	252
	skipped question	8

2. In what types of library programs/events might you be most interested? Check all that apply.

Answer Options	Response Percent	Response Count
Book Club	39.97%	76
Game Night	14.87%	29
Movie Night	25.13%	49
Summer Reading Program with Prizes	18.46%	36
Story Time	10.26%	20
Library Open House	17.44%	34
Assistive Technology Fair	36.92%	72
Other Program/Event	30.26%	59
	answered question	195
	skipped question	65

3. Do you know of an organization (assisted living facility, retirement community, professional conference, rehabilitation center, etc.) that would benefit from an Outreach Ambassador giving a presentation of available BTBL services to 10 or more of its members?

Answer Options	Response Percent	Response Count
No	68.80%	161
Yes. Name of Organization (location or contact information)	31.2%	73
	answered question	73
	skipped question	234

4. Our library-loaned Digital Talking Book Machine has a "Bookshelf" feature that allows a user to access multiple titles on one digital cartridge. Bookshelf is most commonly used to access multiple magazines on one cartridge, or when a patron has downloaded multiple books onto one cartridge. How would you rate your personal comfort level in using the Bookshelf feature? Please choose one.

Answer Options	Response Percent	Response Count
I've never used the Bookshelf feature.	73.60%	184
I've used the Bookshelf feature with assistance, but have not been able to use it on my own.	2.00%	5
I struggle every time I try to use the Bookshelf feature, and am unsuccessful as often as I am successful.	2.80%	7
I'm mostly comfortable using the Bookshelf feature, but occasionally can't get it to work.	4.00%	10
I'm completely comfortable using the Bookshelf feature!	12.40%	31
	answered question	250
	skipped question	10

5. Which of the following devices do you personally own and use regularly? Check all that apply.

Answer Options	Response Percent	Response Count
Personal Computer or Laptop (Windows, Mac, Chromebook, or Linux)	52.33%	135
Touchscreen Tablet (iPad, KindleFire, Galaxy Tab, etc.)	23.64%	61
Smartphone (iOS, Android, Windows, etc.)	28.29%	73
Refreshable Braille Display (Braille Sense, Braille Note, Focus14, VarioUltra, etc.)	1.94%	5
Commercial Third-Party Player Compatible with NLS Talking Books (Victor Reader Stream, Book Port Plus, Booksense, Plextalk, etc.)	12.79%	33
Do not own or regularly use any of these personal devices.	35.27	91
	answered question	258
	skipped question	2

6. Please share any comments or suggestions for how we can improve our service.

Answer Options	Response Count
	159
answered question	159
skipped question	101

7. This is an anonymous survey, however you may elect to include some or all of your personal details in the spaces provided. Thank you for your input!

Answer Options	Response Percent	Response Count
Name	89.47%	187
Email	42.11%	88
Phone	71.77%	150
Zip Code	86.6%	181
Age	94.74%	198
Gender	94.74%	198
	answered question	209
	skipped question	51