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| Winter 2014-15 California Braille & Talking Book Library Survey Results BTBL’s biennial patron survey was conducted through [Survey Monkey](https://www.surveymonkey.com/) from January 13 through March 31, 2015. The Survey Monkey link was advertised on the [BTBL home page](http://www.library.ca.gov/services/btbl.html), [BTBL Facebook page](https://www.facebook.com/pages/Braille-and-Talking-Book-Library-Sacramento-BTBL/366849626775260?ref=hl), and in all versions of our newsletter (braille, audio, large-print, and electronic versions).  The large-print edition of our Winter 2014/15 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 681, and a detailed breakdown can be found below.  To summarize the results listed below: on average patrons find out about the library through word of mouth from friends and family members, read one -3 books per week, contact BTBL once every few months--mostly to order books,  rate our overall customer service to be excellent, do read [BTBL News](http://www.library.ca.gov/publications/btblnews/) (the library’s newsletter), two-thirds utilize computers--although most are not comfortable with them, a small percentage use their computers to search our online catalog mostly to conduct author, title, and subject  searches, and few of the survey respondents have utilized BARD to download electronic audio and braille books or magazines. Incidentally, close to 2400 BTBL patrons are subscribed to BARD (Braille and Audio Reading Download) or roughly 25% of our total individual patrons and institutions. | | | |
| **1. This is an anonymous survey, however you may elect to include your name and phone number in the spaces provided. Thank you for your input!** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Name: | | 99.8% | 416 |
| Email Address: | | 13.9% | 58 |
| Phone Number: | | 87.5% | 365 |
| **answered question** | | | **417** |
| **skipped question** | | | **264** |
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| **2. How did you learn about the Braille and Talking Book Library?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Friend or family member | | 37.7% | 228 |
| Doctor's office | | 14.5% | 88 |
| Government agency (e.g. Veterans Affairs, Department of Rehabilitation) | | 9.6% | 58 |
| Consumer group (e.g. National Federation of the Blind, California Council of the Blind, Blinded Veterans Association) | | 3.1% | 19 |
| Blindness Center (e.g. Lighthouse, Vista, Orientation Center for the Blind, Society for the Blind) | | 17.2% | 104 |
| Social worker | | 3.8% | 23 |
| Librarian | | 6.1% | 37 |
| School | | 6.3% | 38 |
| Internet | | 1.7% | 10 |
| Comments | | | 161 |
| **answered question** | | | **605** |
| **skipped question** | | | **76** |
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| **3. On average, how many NLS books and/or magazines from our library do you read in a week?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Less than One | | 24.1% | 162 |
| One (1) | | 21.9% | 147 |
| Two (2) | | 20.7% | 139 |
| Three (3) | | 15.6% | 105 |
| Four (4) | | 7.3% | 49 |
| Five (5) | | 3.9% | 26 |
| More than Five | | 6.4% | 43 |
| **answered question** | | | **671** |
| **skipped question** | | | **10** |
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| **4. How often do you contact BTBL by phone, email, or in person?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Daily | | 0.0% | 0 |
| Several times each week | | 0.6% | 4 |
| Weekly | | 0.9% | 6 |
| Several times each month | | 7.0% | 47 |
| Monthly | | 9.7% | 65 |
| Every few months | | 38.1% | 255 |
| Annually | | 24.1% | 161 |
| Never | | 19.6% | 131 |
| **answered question** | | | **669** |
| **skipped question** | | | **12** |
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| **5. If you have contacted BTBL within the past 6 months, what was the purpose of your call, email, etc? (Check all that apply.)** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Have not contacted BTBL within the last 6 months | | 27.6% | 145 |
| Apply for service | | 6.5% | 34 |
| Order books, magazines, or descriptive videos | | 55.5% | 292 |
| Ask for recommendations on what to read or view next | | 5.5% | 29 |
| Ask about my account | | 10.6% | 56 |
| Report a problem with the service | | 14.3% | 75 |
| Inquire about new services | | 6.1% | 32 |
| Make a suggestion | | 3.6% | 19 |
| Comments | | | 160 |
| **answered question** | | | **526** |
| **skipped question** | | | **155** |
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| **6. How would you rate the service you received (by phone, email, or in-person)?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Poor | | 1.8% | 11 |
| Fair | | 2.3% | 14 |
| Neutral | | 5.2% | 31 |
| Good | | 23.2% | 139 |
| Excellent | | 67.4% | 403 |
| **answered question** | | | **598** |
| **skipped question** | | | **83** |
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| **7. When you receive BTBL News (library newsletter in braille, audio, large print, or email), do you read it?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Yes | | 76.4% | 504 |
| Sometimes | | 13.8% | 91 |
| No | | 6.2% | 41 |
| I have never received BTBL News | | 3.6% | 24 |
| **answered question** | | | **660** |
| **skipped question** | | | **21** |
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| **8. Do you own or have easy access to a computer, tablet or other device connected to the Internet either personally or through other means such as a local library, friend or relative?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Yes | | 66.9% | 444 |
| No | | 33.1% | 220 |
| **answered question** | | | **664** |
| **skipped question** | | | **17** |
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| **9. How would you rate your comfort using the Internet?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Not comfortable at all | | 38.7% | 229 |
| Not comfortable but can use it | | 12.5% | 74 |
| Somewhat comfortable | | 23.9% | 141 |
| Very comfortable | | 21.7% | 128 |
| Major tech-savvy "geek" | | 3.2% | 19 |
| **answered question** | | | **591** |
| **skipped question** | | | **90** |
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| **10. How often do you use BTBL's Online Catalog?** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Daily | | 1.9% | 12 |
| Weekly | | 8.5% | 54 |
| Monthly | | 14.6% | 93 |
| Annually | | 9.2% | 59 |
| Never | | 65.8% | 420 |
| **answered question** | | | **638** |
| **skipped question** | | | **43** |
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| **11. For what purpose do you use the BTBL Online Catalog? (Check all that apply.)** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Search for authors, titles, or subjects I want to read | | 83.1% | 206 |
| Search for books to fulfill school assignments | | 4.4% | 11 |
| Download books linked to BARD (Braille and Audio Reading Download) site from catalog search results | | 43.5% | 108 |
| Submit book requests and reserves | | 37.1% | 92 |
| Check my account for overdue books, lost items, etc. | | 10.9% | 27 |
| Check my reading history | | 17.3% | 43 |
| Comments | | | 166 |
| **answered question** | | | **248** |
| **skipped question** | | | **433** |
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| **12. Downloadable digital talking books are available from BARD (the Braille and Audio Reading Download website) and recently the BARD Mobile app (for iPhones, iPads and iPod Touch). Please read each option and choose the one response that best describes your experience with downloading digital talking books.** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| I have not registered to use the BARD website, and I do not plan to do so | | 56.7% | 356 |
| I have not yet registered to use the BARD website, but I plan to in the future | | 17.5% | 110 |
| I have registered to use the BARD website, but I have not yet downloaded any books | | 4.8% | 30 |
| I have registered to use the BARD website, and I have successfully downloaded one or more books/magazines | | 15.4% | 97 |
| I have installed the BARD Mobile app on my iOS device(s), and I have successfully downloaded one or more books/magazines to the device | | 5.6% | 35 |
| **answered question** | | | **628** |
| **skipped question** | | | **53** |
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| **13. Optional:** | | | |
| **Answer Options** | | **Response Percent** | **Response Count** |
| Zip Code | | 95.8% | 543 |
| Age | | 95.2% | 540 |
| Gender | | 94.7% | 537 |
| **answered question** | | | **567** |
| **skipped question** | | | **114** |
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| **14. Please share any comments or suggestions for how we can improve our service.** | | |  |
| **Answer Options** | | **Response Count** |  |
|  | | 405 |  |
| **answered question** | | **405** |  |
| **skipped question** | | **276** |  |