Results as of 04/26/2017

**2017 WTBBL PATRON SURVEY RESULTS – QUICK REFERENCE**

1. **Have you contacted WTBBL in the past year?**

|  |  |  |
| --- | --- | --- |
|  | **#** | **% of ALL respondents** |
| Yes | 477 | 80% |
| No | 123 | 20% |
| No response | 1 | 0% |
| *Response Rate* | *601* | *100%* |

1. **If so, what methods(s) did you use?** Please choose all that apply.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **#** | **% of those who responded YES above**  | **% of ALL respondents** |
| Phone Call | 383 | 80% | 64% |
| Email | 78 | 16% | 13% |
| In-person | 28 | 6% | 5% |
| Written Correspondence | 55 | 12% | 9% |
| Other | 20 | 4% | 3% |

1. **How did you find out about WTBBL?** Please choose all that apply.

|  |  |  |
| --- | --- | --- |
|  | **#** | **% of ALL respondents** |
| Friend/Family | 165 | 27% |
| Support Group | 59 | 10% |
| School | 25 | 4% |
| Speaker/Event | 23 | 4% |
| Referred by a professional | 268 | 45% |
| Other | 105 | 17% |

1. **How do WTBBL services benefit you?** Please choose all that apply.

|  |  |  |
| --- | --- | --- |
|  | **#** | **% of ALL respondents** |
| Entertainment | 532 | 89% |
| Knowledge | 390 | 65% |
| Quality of Life | 372 | 62% |
| Education/Research  | 194 | 32% |
| Other | 43 | 7% |

1. **Do you use the internet?**

|  |  |  |
| --- | --- | --- |
|  | **#** | **% of ALL respondents** |
| Yes | 324 | 54% |
| No | 270 | 45% |
| *Response Rate* | *99%* |

1. **If you answered “yes” above, how/where do you access the Internet?** Please choose all that apply.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **#** | **% of those who responded YES above**  | **% of ALL respondents** |
| At home | 285 | 88% | 47% |
| At the library | 31 | 10% | 5% |
| At school | 18 | 6% | 3% |
| At work | 33 | 10% | 5% |
| On a mobile device | 90 | 28% | 15% |
| Someone uses it for me | 69 | 21% | 11% |
| Other | 8 | 2% | 1% |

1. **For the WTBBL services you use, please choose a rating on a scale of 1 - 5**, with 1 being “poor” and 5 being “excellent.” If you do not use a listed service, please do not choose a rating number.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Digital Books** | **BARD** | **BARD mobile** | **Braille** | **Large Print** | **Mags** | **Online Catalog** | **Facebook** | **Other** |
| **1Poor** | # | 6 | 1 | 1 | 2 | 1 | 2 | 2 | 2 | 0 |
| % | 1% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| **2Below Average** | # | 4 | 2 | 3 | 1 | 1 | 0 | 3 | 0 | 0 |
| % | 1% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| **3Average** | # | 11 | 6 | 2 | 1 | 3 | 8 | 7 | 4 | 0 |
| % | 2% | 1% | 0% | 0% | 0% | 1% | 1% | 1% | 0% |
| **4Above Average** | # | 87 | 23 | 15 | 3 | 8 | 8 | 21 | 3 | 1 |
| % | 14% | 4% | 2% | 0% | 1% | 1% | 3% | 0% | 0% |
| **5Excellent** | # | 409 | 83 | 41 | 19 | 53 | 53 | 70 | 11 | 3 |
| % | 68% | 14% | 7% | 3% | 9% | 9% | 12% | 2% | 0% |
| **Average Service Rating** |  | 4.73 | 4.60 | 4.48 | 4.38 | 4.68 | 4.54 | 4.49 | 4.05 | 4.75 |

1. **Which services below do you use?** Please choose all that apply.

|  |  |  |
| --- | --- | --- |
|  | **#** | **% of ALL respondents** |
| Audible.com | 112 | 19% |
| Bookshare | 47 | 8% |
| Foreign Lang. Books | 4 | 1% |
| Learning Ally | 7 | 1% |
| NFB Newsline | 18 | 3% |
| Public Library Audio books | 197 | 33% |
| Other | 31 | 5% |

1. **Are you aware that WTBBL has special services and programs for youth patrons and schools?**

|  |  |  |
| --- | --- | --- |
|  | **#** | **% of ALL respondents** |
| **Yes (aware)** | 274 | 49% |
| **No (not aware)** | 286 | 51% |
| *Response Rate* | *560* | *93%* |

1. **Are you aware that WTBBL produces talking books and braille for its patrons and to share with the rest of the U.S.?**

|  |  |  |
| --- | --- | --- |
|  | **#** | **% of ALL respondents** |
| **Yes (aware)** | 443 | 79% |
| **No (not aware)** | 128 | 23% |
| *Response Rate* | *571* | *95%* |

1. **Overall, please choose the rating you would give WTBBL, with 1 being “poor” and 5 being “excellent.”**

|  |  |  |
| --- | --- | --- |
| **1Poor** | # | 3 |
| % | 1% |
| **2Below Average** | # | 2 |
| % | 0% |
| **3Average** | # | 14 |
| % | 2% |
| **4Above Average** | # | 106 |
| % | 18% |
| **5Excellent** | # | 465 |
| % | 79% |
| **Response Rate** | # | 590 |
| % | 98% |
| **Average Service Rating** | **4.74** |

1. **WTBBL is responsive to my needs as a patron.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Agree** | **Somewhat Agree** | **Somewhat Disagree** | **Disagree** |
| # | 521 | 58 | 7 | 4 |
| %  | 87% | 10% | 1% | 1% |

**13. WTBBL’s book collection meets my expectations.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Agree** | **Somewhat Agree** | **Somewhat Disagree** | **Disagree** |
| # | 388 | 188 | 17 | 1 |
| %  | 65% | 31% | 3% | 0% |

**14. WTBBL is innovative and continues to offer relevant services.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Agree** | **Somewhat Agree** | **Somewhat Disagree** | **Disagree** |
| # | 462 | 80 | 9 | 9 |
| %  | 77% | 13% | 1% | 1% |

 ***15. Do you have any feedback for WTBBL? -------- Open-ended***

**OPTIONAL DEMOGRAPHIC INFORMATION**

**What is your age?**

|  |  |
| --- | --- |
| **Average** | 76.8 years old |
| **Most common response** | 89 years old |

**Are you a military veteran? Please circle one. (Yes/No)**

|  |  |  |
| --- | --- | --- |
|  | **#** | **% of ALL respondents** |
| **Yes (Veteran)** | 113 | 19% |
| **No (non-Veteran)** | 460 | 77% |
| *Response Rate* | *573* | *95%* |

***What is your ZIP code? -------- Open-ended***

**Which disability best describes why you use WTBBL?** Please choose one.

|  |  |  |
| --- | --- | --- |
|  | # | **% of ALL respondents** |
| **Blind** | 118 | 20% |
| **Visually Impaired** | 396 | 67% |
| **Deaf-Blind** | 3 | 1% |
| **Reading Disabled** | 26 | 4% |
| **Physically Disabled** | 34 | 6% |
| **Other** | 10 | 2% |
| *Response Rate* | *587* | *98%* |