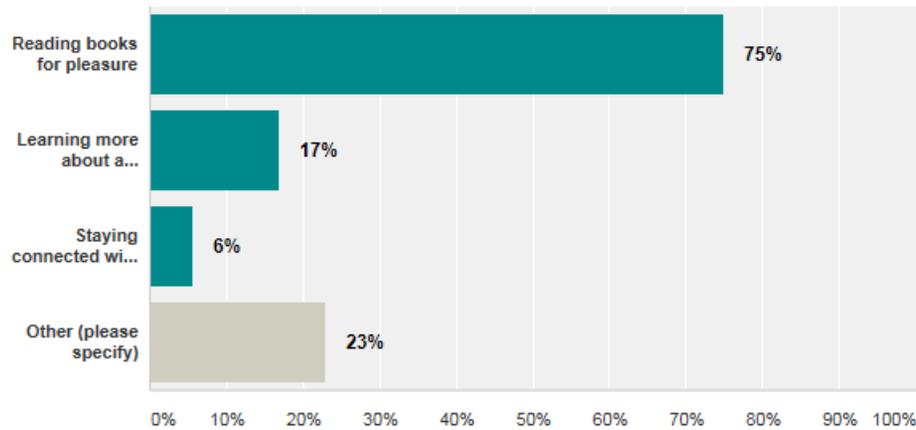


SD Braille & Talking Books Library Surveys 2016

B&TB Reader Survey 2016

Why do you use the Braille and Talking Book Library?

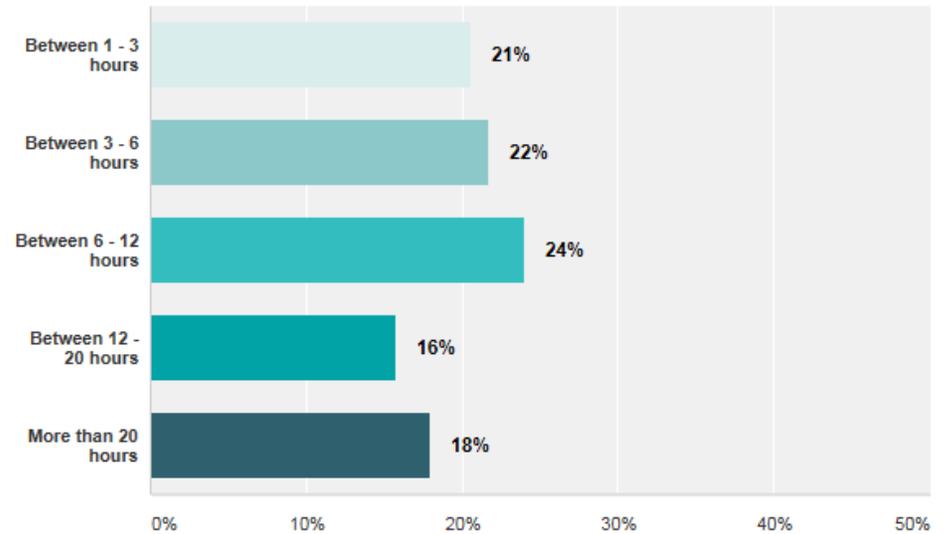
Answered: 271 Skipped: 7



Answer Choices	Responses
Reading books for pleasure	75% 203
Learning more about a personal interest	17% 46
Staying connected with my community	6% 15
Other (please specify)	23% 62
Total Respondents: 271	

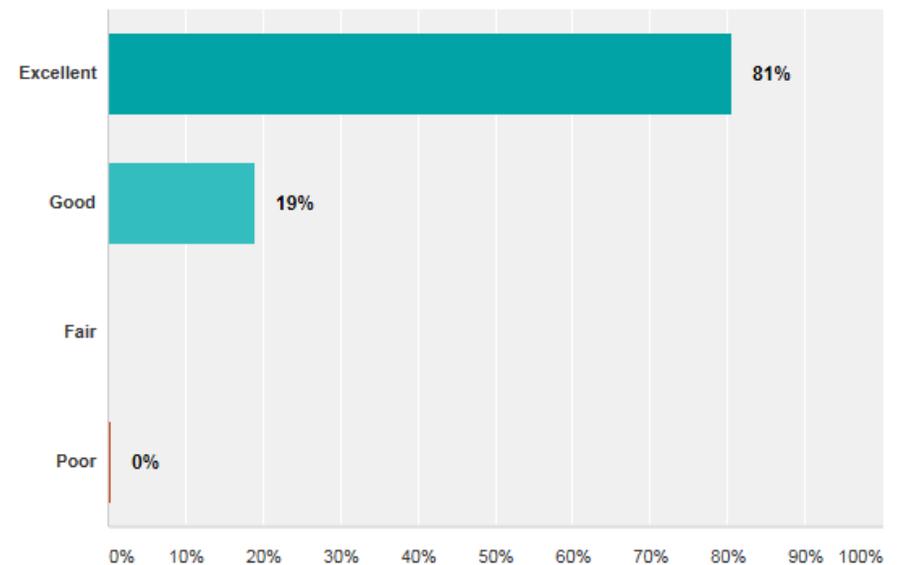
On average, how much time do you spend reading on a WEEKLY basis?

Answered: 267 Skipped: 11



How do rate the overall quality of the Braille and Talking Book Library?

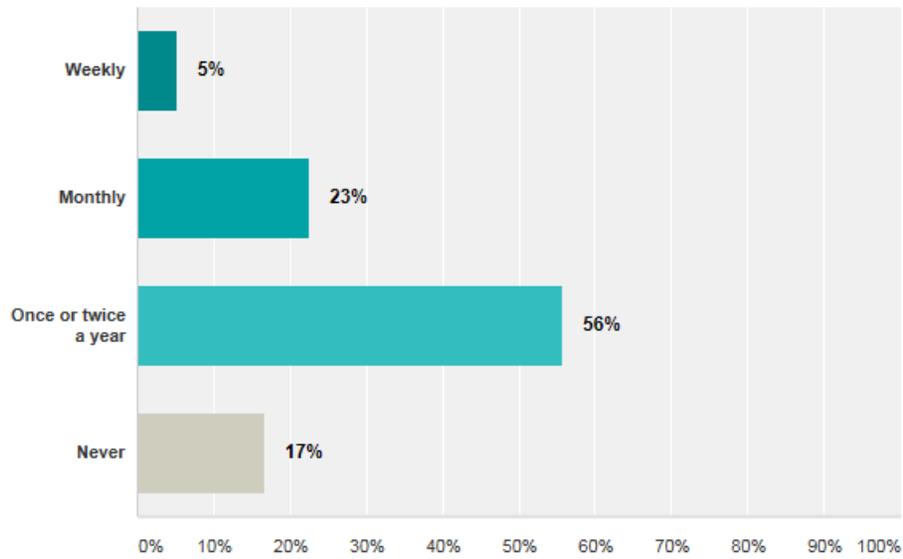
Answered: 268 Skipped: 10



B&TB Reader Survey 2016

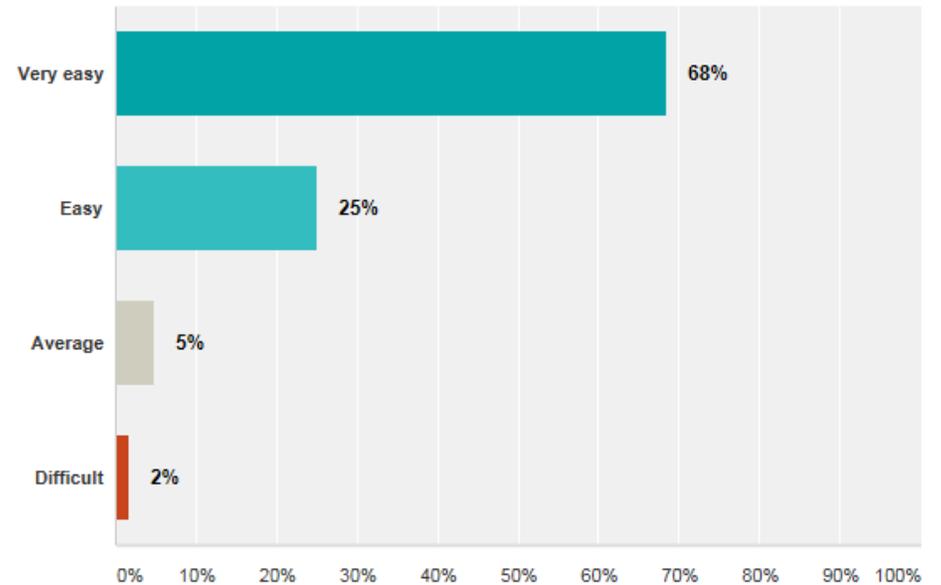
How often do you contact staff at the Braille & Talking Book program?

Answered: 271 Skipped: 7



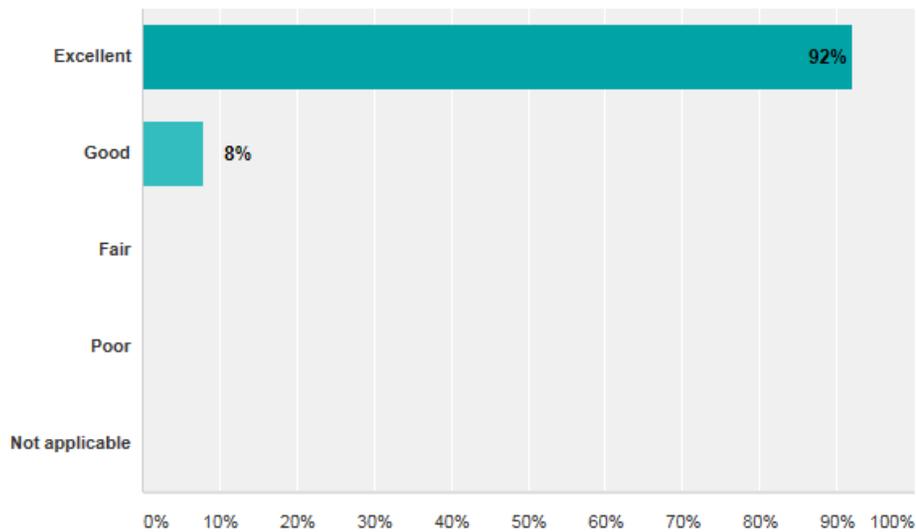
Ease of contacting us:

Answered: 228 Skipped: 50



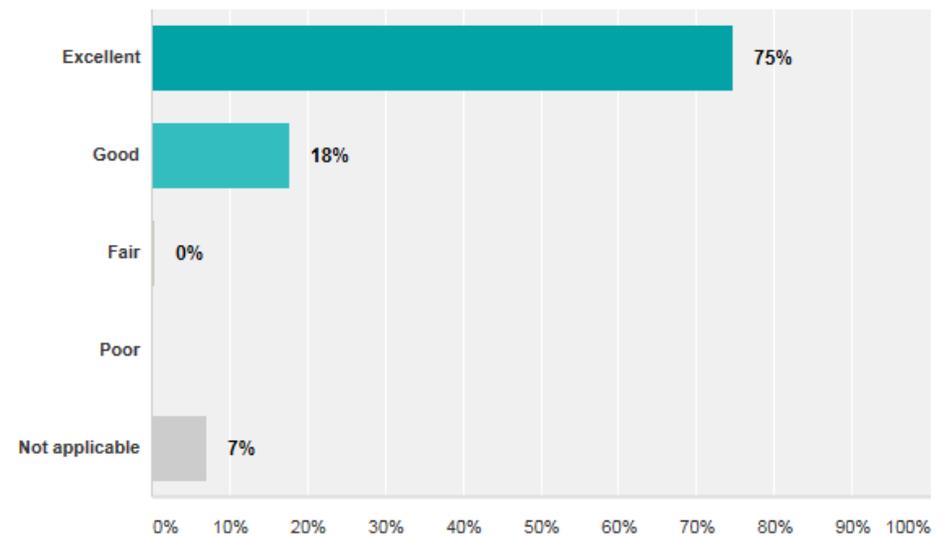
Courtesy of the Braille and Talking Book staff:

Answered: 227 Skipped: 51



Staff returns telephone messages and emails in a timely manner:

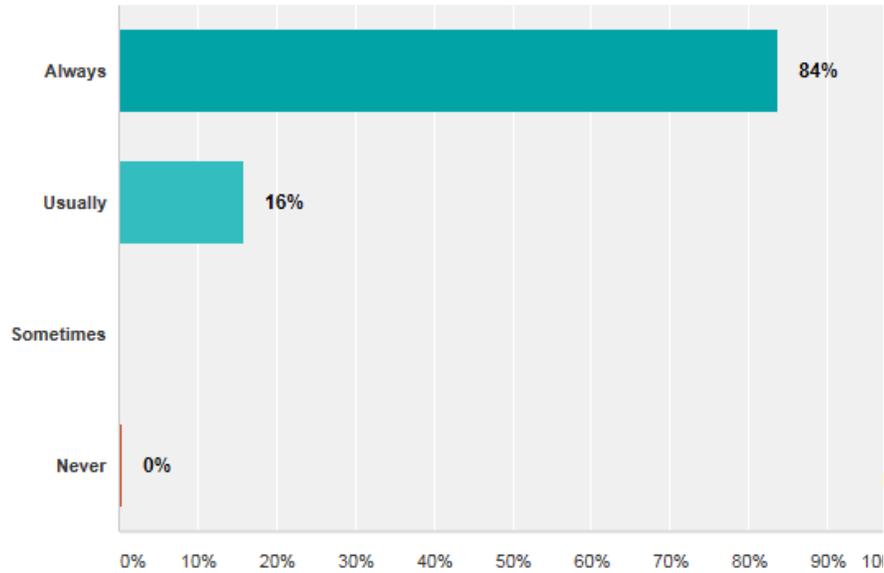
Answered: 225 Skipped: 53



B&TB Reader Survey 2016

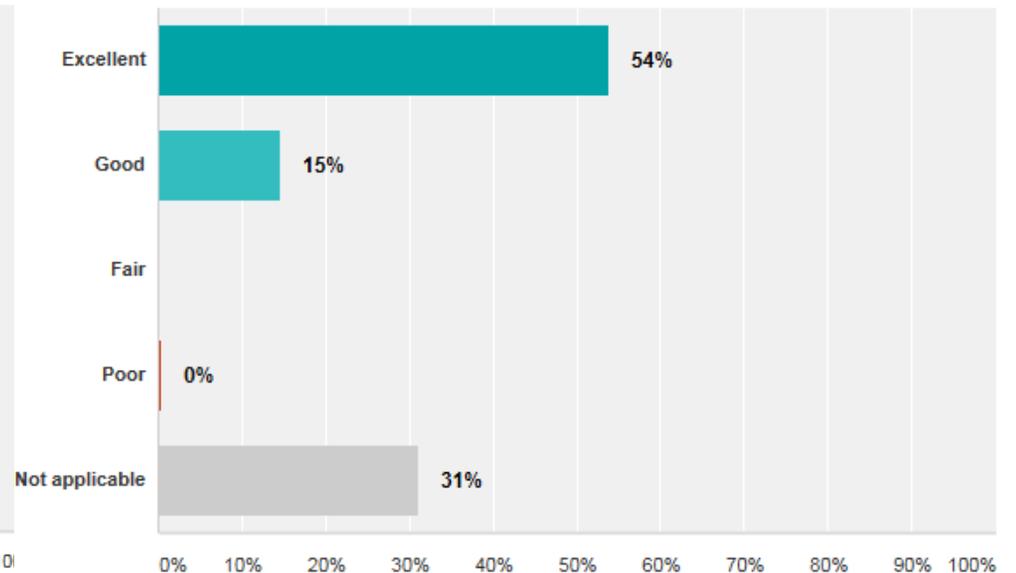
When you contact the library, do you receive the assistance or material you requested?

Answered: 226 Skipped: 52



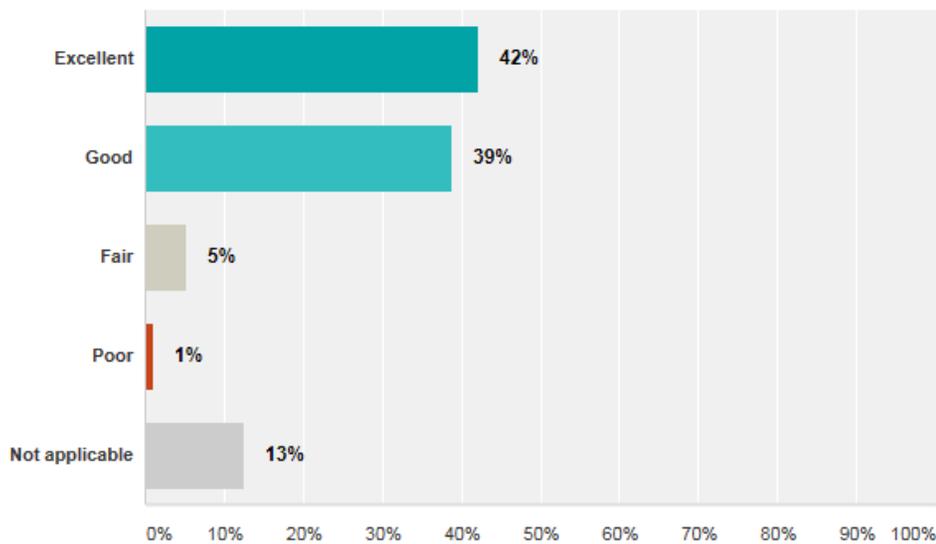
Quality of the service for problems with digital players:

Answered: 267 Skipped: 11



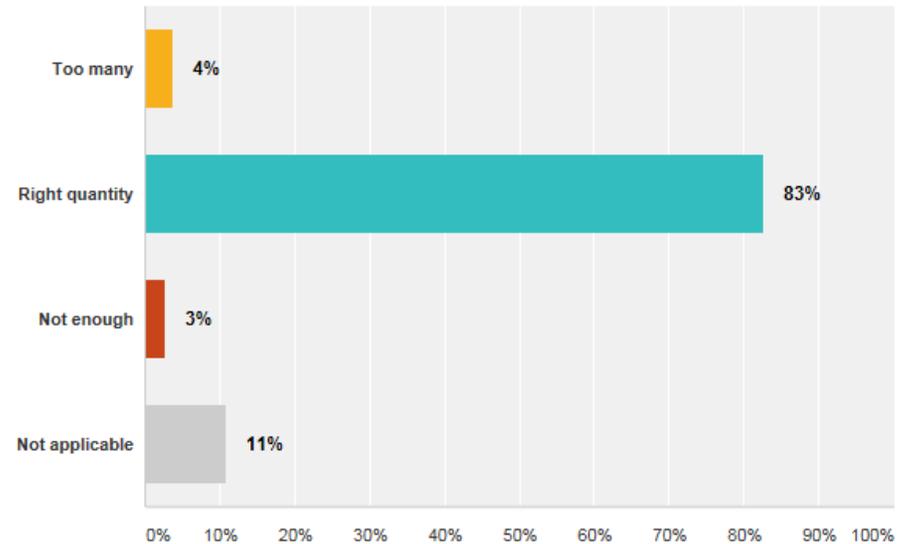
Book titles we select for you:

Answered: 270 Skipped: 8



Number of books we send you:

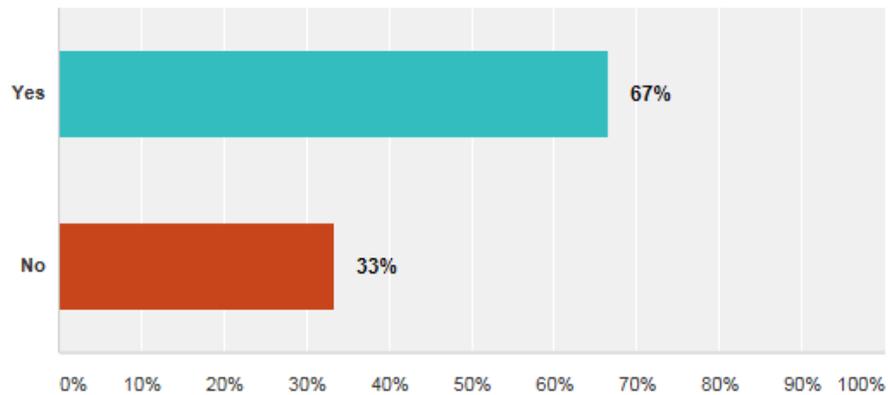
Answered: 267 Skipped: 11



B&TB Reader Survey 2016

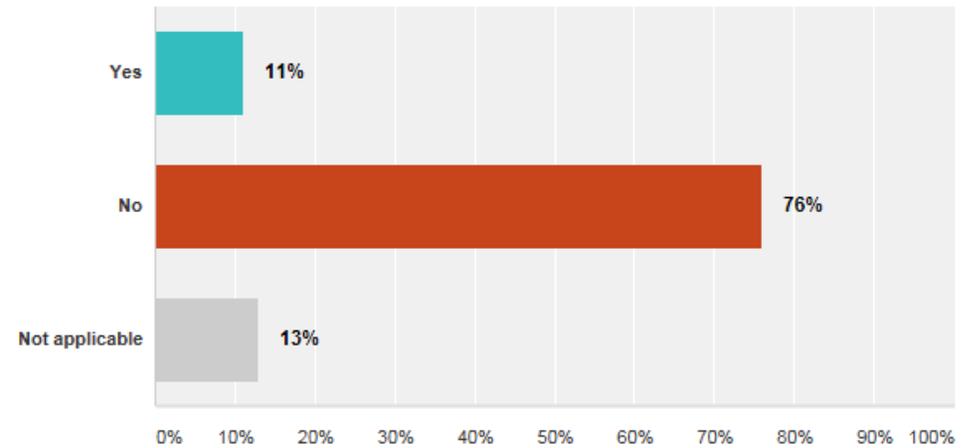
Do you have access to a computer or other electronic device with internet access?

Answered: 269 Skipped: 9



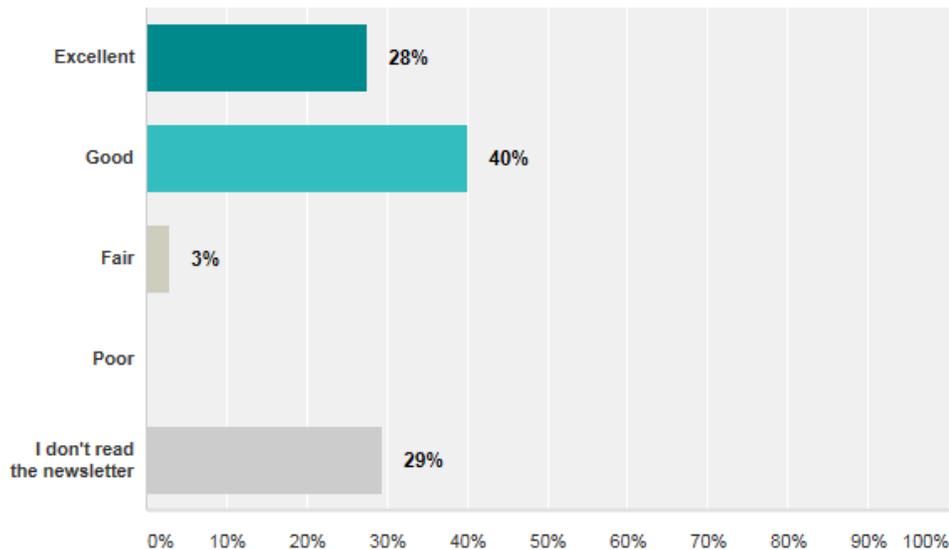
Do you order materials via the library's WebOPAC (online catalog)?

Answered: 271 Skipped: 7



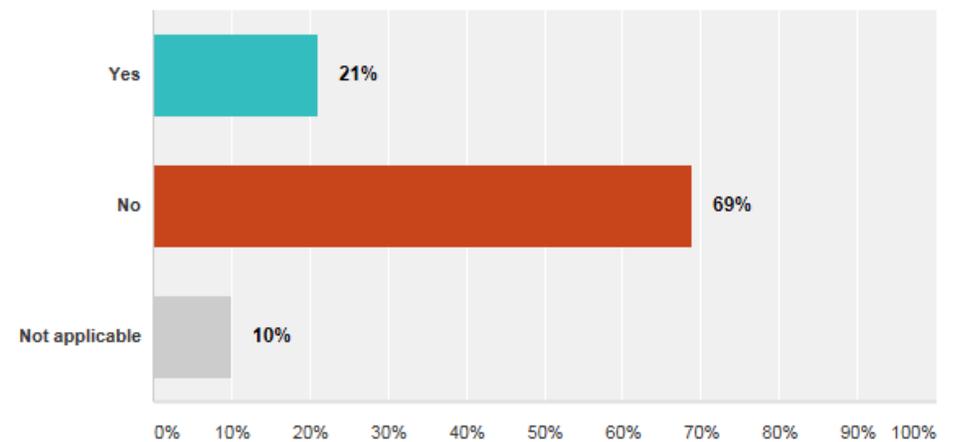
The Prairie Trails Newsletter is our means of communication with all patrons of the Braille and Talking Book Library. How do you rate the content of the newsletter?

Answered: 265 Skipped: 13



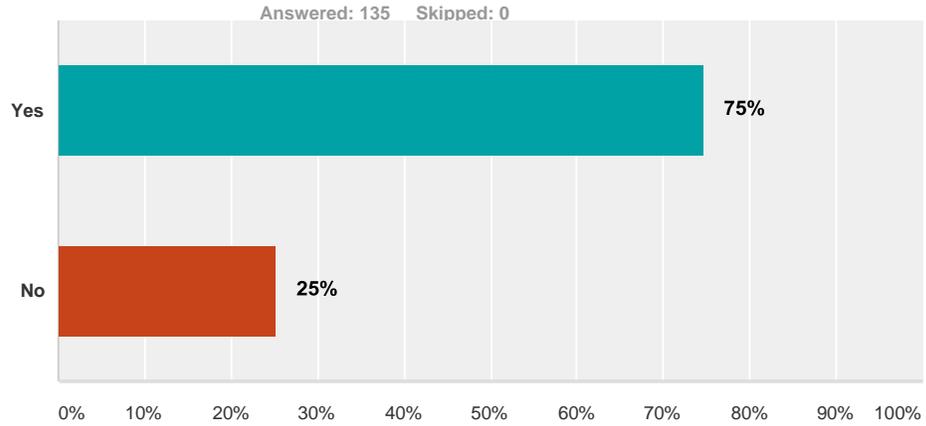
Do you download books from BARD (Braille and Audio Reading Download)?

Answered: 270 Skipped: 8



FY 2016 Braille & Talking Book Institution Survey

Q1 Does your institution/library have any residents who are signed up as an individual that make use of the services provided by the SD Braille and Talking Book Library?

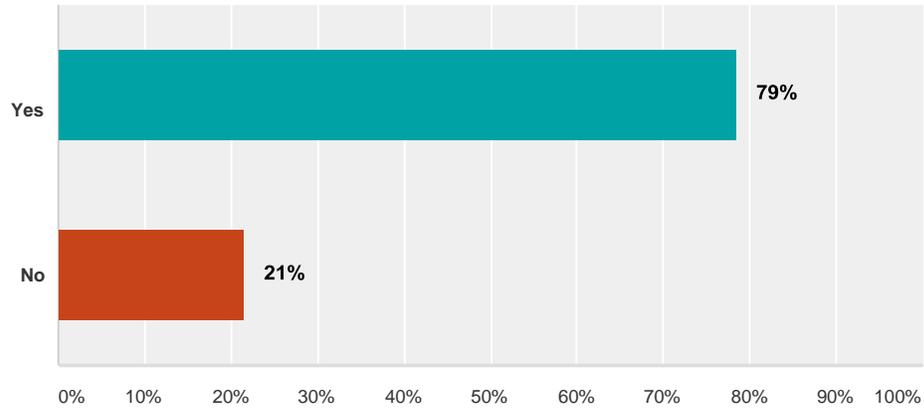


Answer Choices	Responses	
Yes	75%	101
No	25%	34
Total		135

B&TB Institution Survey 2016

Q2 Does your facility/library have a rotating collection of audio books for the residents who are not signed up with the program to try the service?

Answered: 135 Skipped: 0

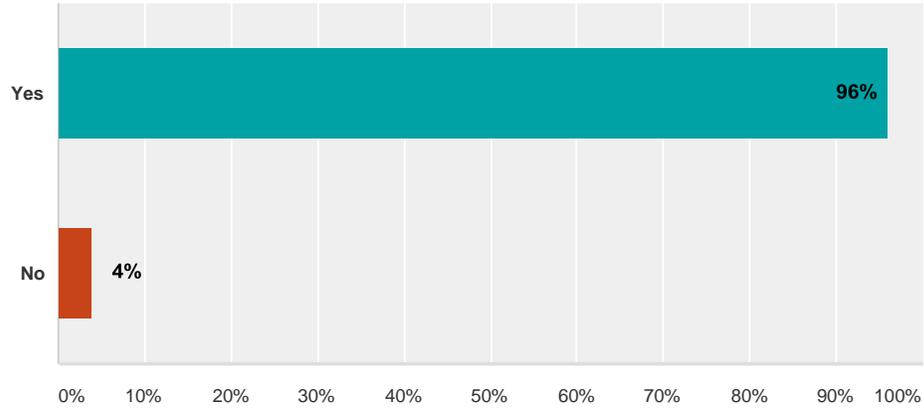


Answer Choices	Responses
Yes	79% 106
No	21% 29
Total	135

B&TB Institution Survey 2016

Q3 Is this rotating collection appropriate for the residents who may want to try listening to books?

Answered: 102 Skipped: 33



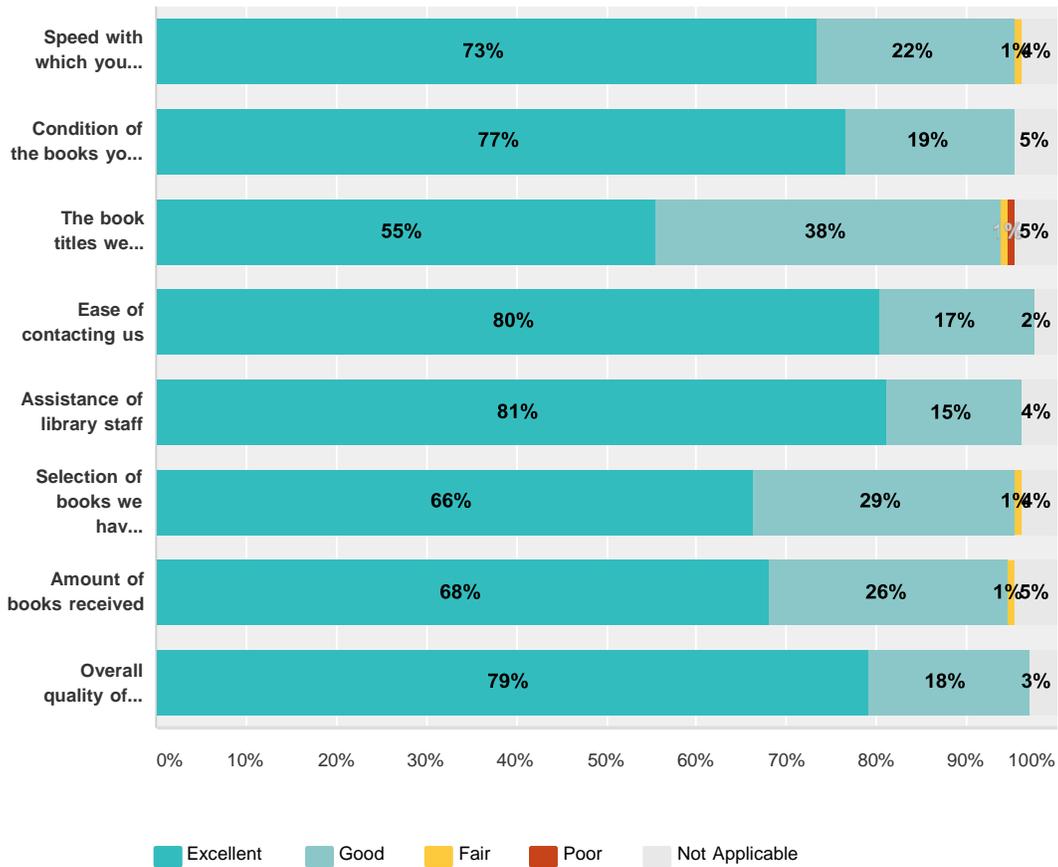
Answer Choices	Responses
Yes	96% 98
No	4% 4
Total	102

#	If you answered "No", how can we improve the selection?	Date
1	Our selection is limited and is used on a cassette player.	3/24/2016 8:30 AM
2	We don't have any that come in and ask for the service, so am not sure what they would be expecting.	3/24/2016 7:42 AM
3	Not sure, we don't have anyone that uses them.	3/23/2016 5:01 PM
4	I've only got a relatively small collection of audio books for patrons to borrow	3/23/2016 4:31 PM
5	Wish that we could get more magazines and cowboy type books.	3/7/2016 9:03 AM
6	to much strong language in the books.	12/29/2015 9:36 AM

B&TB Institution Survey 2016

Q4 Please rate your satisfaction with the following:

Answered: 129 Skipped: 6

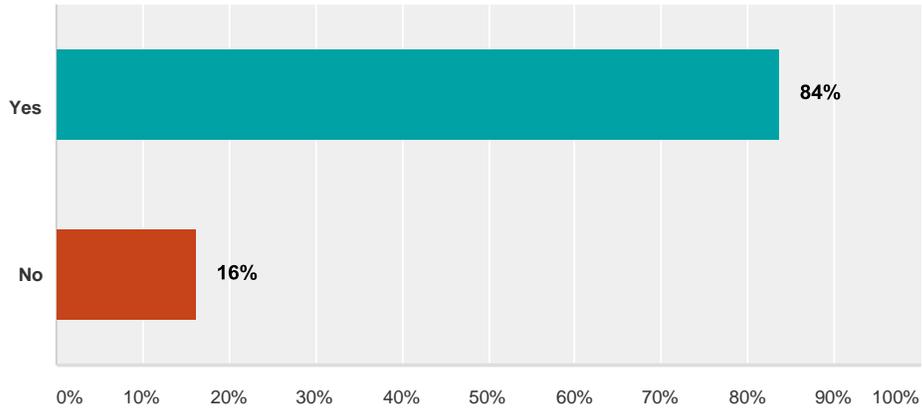


	Excellent	Good	Fair	Poor	Not Applicable	Total
Speed with which you receive books	73% 94	22% 28	1% 1	0% 0	4% 5	128
Condition of the books you receive	77% 98	19% 24	0% 0	0% 0	5% 6	128
The book titles we select for you	55% 71	38% 49	1% 1	1% 1	5% 6	128
Ease of contacting us	80% 102	17% 22	0% 0	0% 0	2% 3	127
Assistance of library staff	81% 104	15% 19	0% 0	0% 0	4% 5	128
Selection of books we have available	66% 85	29% 37	1% 1	0% 0	4% 5	128
Amount of books received	68% 88	26% 34	1% 1	0% 0	5% 6	129
Overall quality of service	79% 102	18% 23	0% 0	0% 0	3% 4	129

B&TB Institution Survey 2016

Q5 Have you had contact with us in the last 12 months?

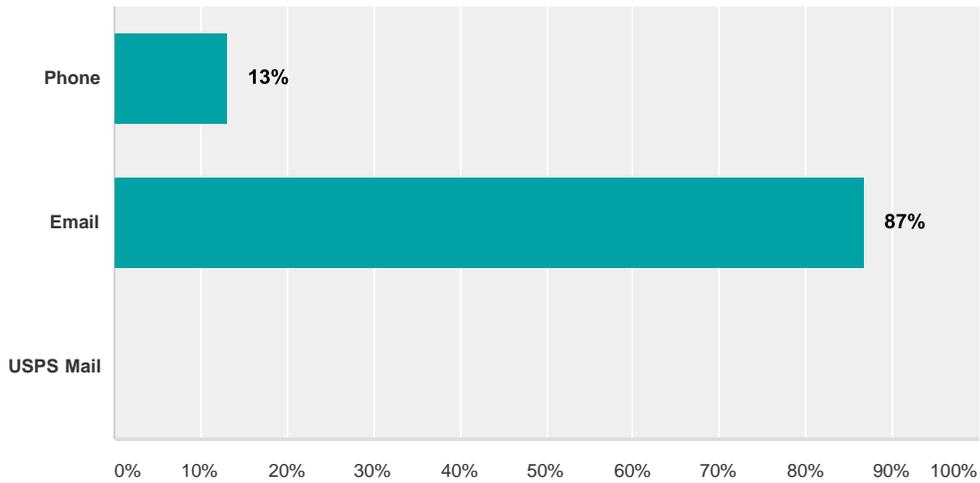
Answered: 129 Skipped: 6



Answer Choices	Responses	Count
Yes	84%	108
No	16%	21
Total		129

Q6 What is the best way to contact you in the future?

Answered: 129 Skipped: 6

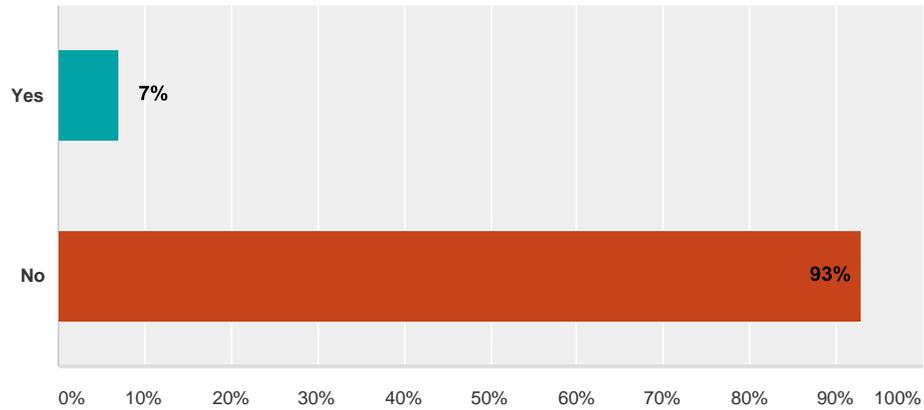


Answer Choices	Responses	Count
Phone	13%	17
Email	87%	112
USPS Mail	0%	0
Total		129

B&TB Institution Survey 2016

Q7 Would you or your residents like more information about our services?

Answered: 126 Skipped: 9



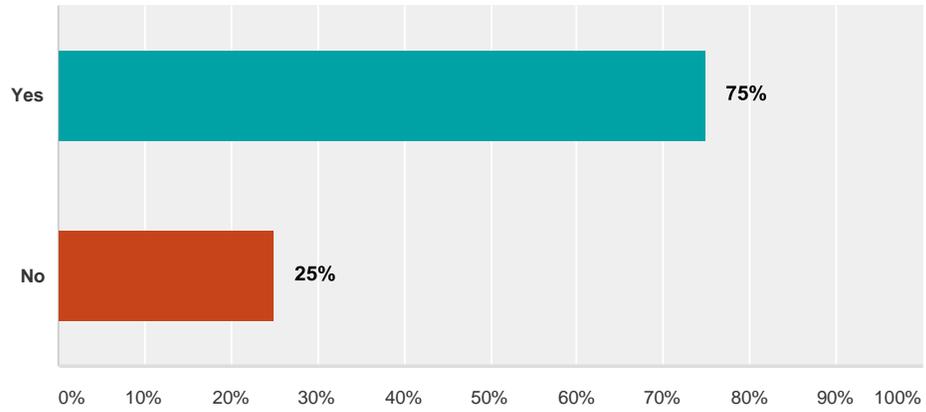
Answer Choices	Responses
Yes	7% 9
No	93% 117
Total	126

13	Marcia is great to work with!	3/4/2016 11:52 AM
14	Marcia is very easy to work with.	3/4/2016 11:26 AM
15	Excellent is not a high enough ranking for the personal service provided by your staff! They are truly exceptional and much appreciated!	3/4/2016 11:02 AM
16	Our experiences have been all positive. I am new to the program, so can't answer all the questions in the survey.	3/4/2016 10:30 AM
17	Keep up the great work!	3/4/2016 9:56 AM

B&TB School Survey 2016

Q1 For the 2015/2016 school year, does your district/classroom have students that need alternative format textbooks?

Answered: 20 Skipped: 0

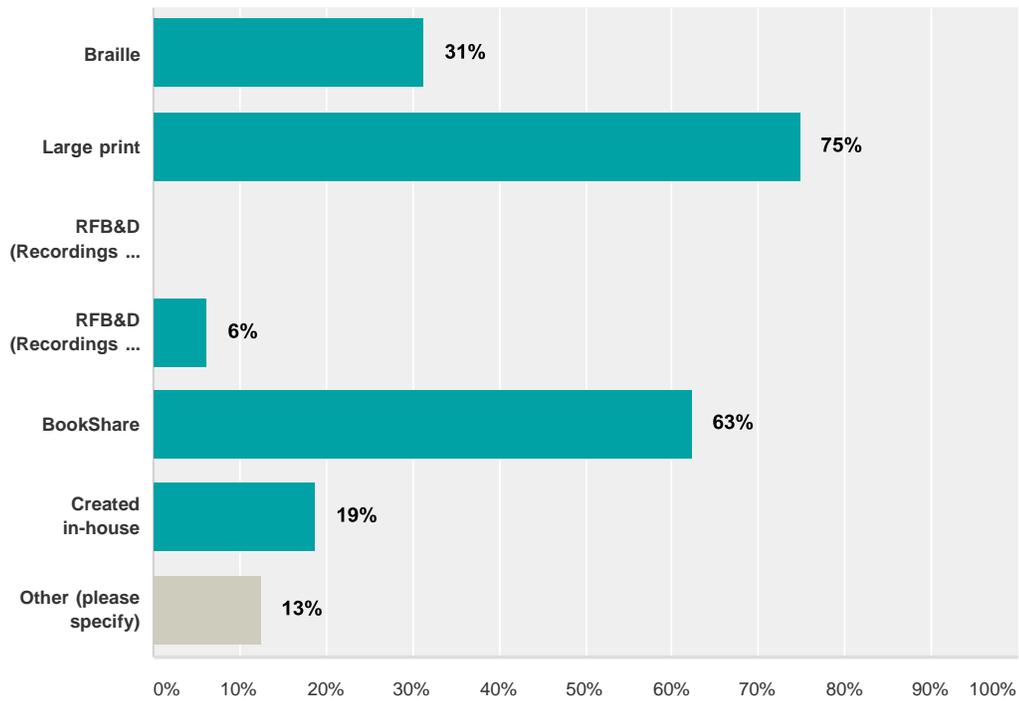


Answer Choices	Responses
Yes	75% 15
No	25% 5
Total	20

B&TB School Survey 2016

Q2 In which format do the students receive textbooks? Check all that apply.

Answered: 16 Skipped: 4



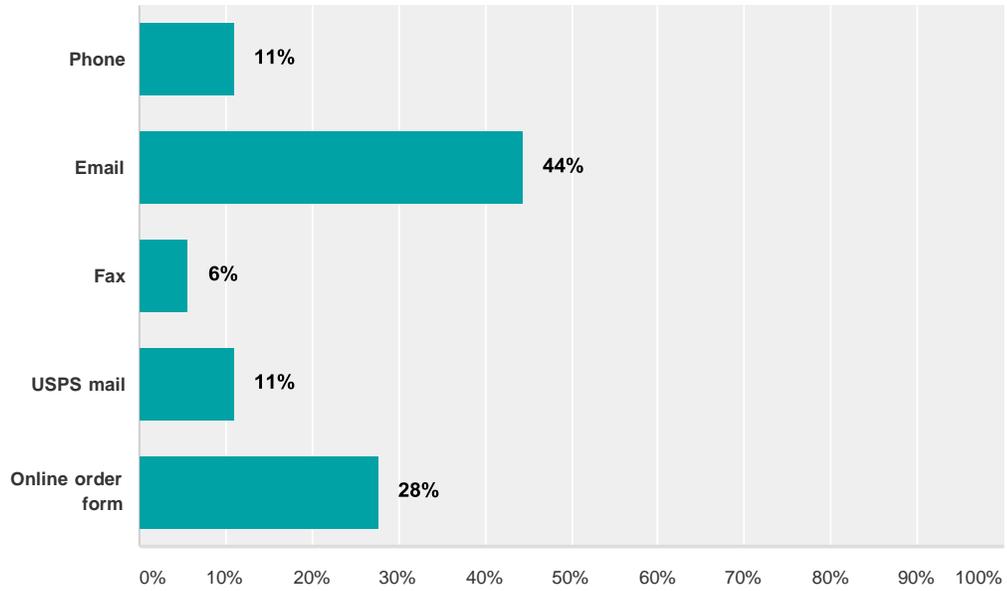
Answer Choices	Responses
Braille	31% 5
Large print	75% 12
RFB&D (Recordings for the Blind & Dyslexic) CD	0% 0
RFB&D (Recordings for the Blind & Dyslexic) DOWNLOAD	6% 1
BookShare	63% 10
Created in-house	19% 3
Other (please specify)	13% 2
Total Respondents: 16	

#	Other (please specify)	Date
1	no textbooks needed at this time	3/30/2016 11:26 AM
2	Digital Audio books and classroom CDs	3/30/2016 11:23 AM

B&TB School Survey 2016

Q3 How do you prefer to order alternative format textbooks from the SD Braille & Talking Book Library?

Answered: 18 Skipped: 2



Answer Choices	Responses	
Phone	11%	2
Email	44%	8
Fax	6%	1
USPS mail	11%	2
Online order form	28%	5
Total		18

B&TB School Survey 2016

Q4 Our deadlines for ordering alternative format textbooks are January 15 for fall semester and July 15 for spring semester. Are there any other dates when your school would prefer to order textbooks? Please list:

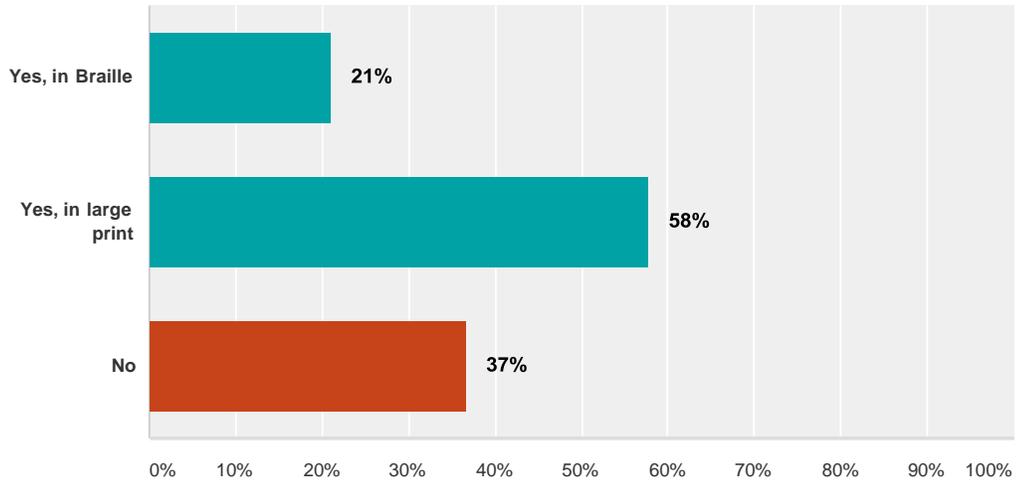
Answered: 7 Skipped: 13

#	Responses	Date
1	Both dates seem to work for us.	4/4/2016 9:37 PM
2	no	3/30/2016 11:26 AM
3	No	3/30/2016 11:23 AM
4	no	3/30/2016 11:09 AM
5	Our high school students don't register for classes until about Feb 15, so it is difficult to meet the Jan 15 deadline. Is there another alternative?	3/30/2016 10:11 AM
6	Registration (H.S.) for the Fall and Spring occur in the beginning of February so we are usually later in getting our order in.	3/30/2016 9:32 AM
7	Since not all students are registered in the spring, and classes schedules change from spring to fall, it is necessary to have more flexibility when it comes to ordering books.	3/30/2016 9:29 AM

B&TB School Survey 2016

Q5 Will you be ordering alternative format textbooks for the 2016/2017 school year? If so, which format?

Answered: 19 Skipped: 1

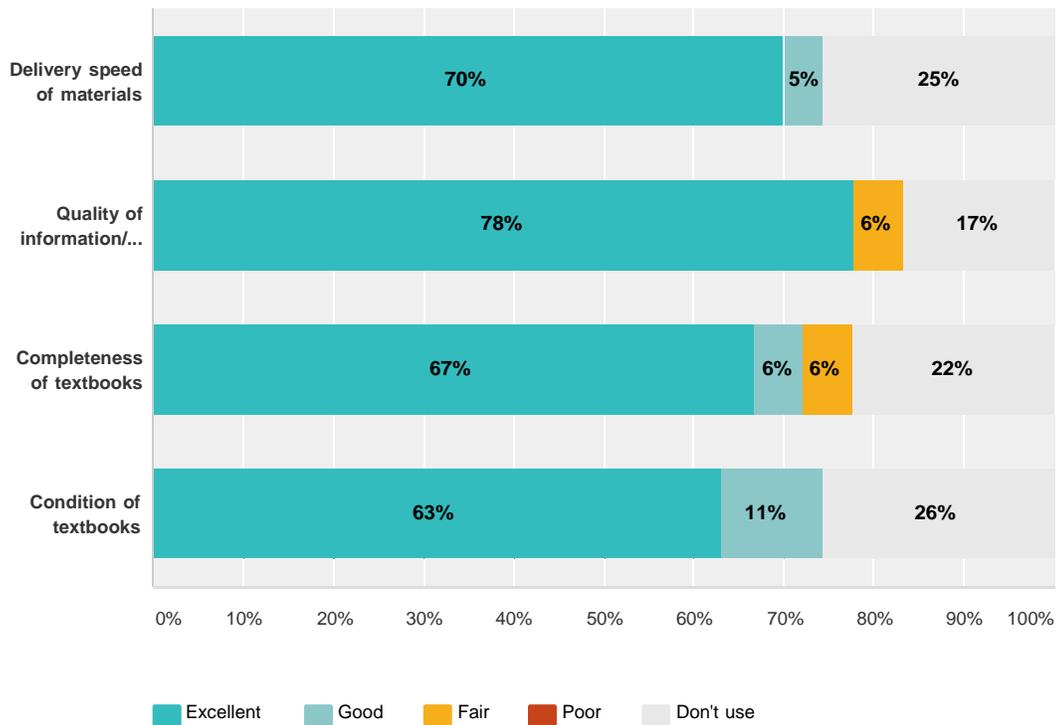


Answer Choices	Responses
Yes, in Braille	21% 4
Yes, in large print	58% 11
No	37% 7
Total Respondents: 19	

B&TB School Survey 2016

Q6 Please rate your satisfaction with the following:

Answered: 20 Skipped: 0



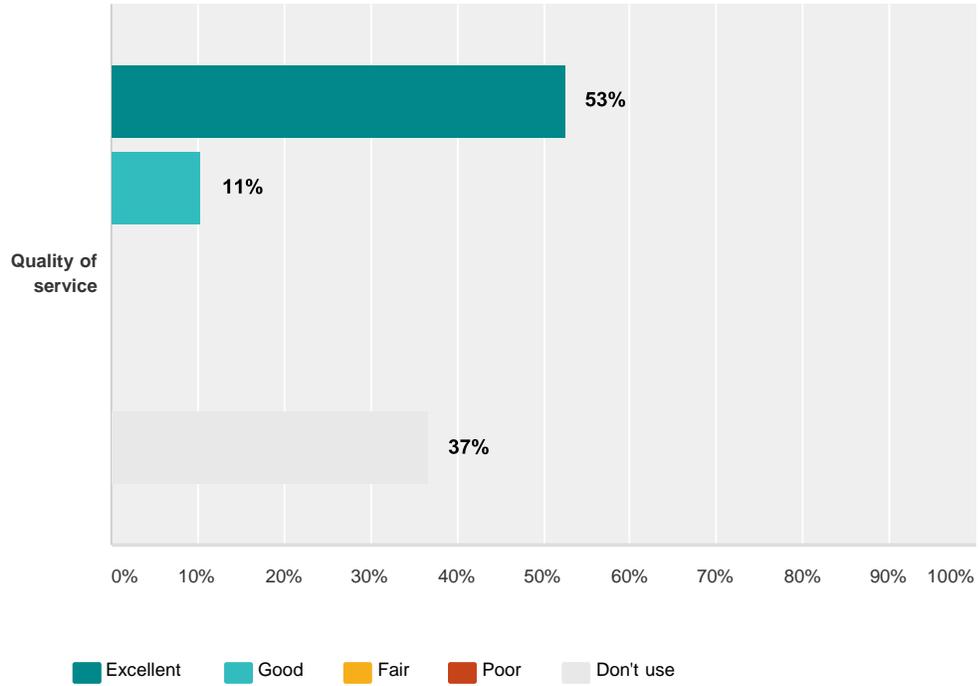
	Excellent	Good	Fair	Poor	Don't use	Total	Weighted Average
Delivery speed of materials	70% 14	5% 1	0% 0	0% 0	25% 5	20	1.07
Quality of information/staff assistance	78% 14	0% 0	6% 1	0% 0	17% 3	18	1.13
Completeness of textbooks	67% 12	6% 1	6% 1	0% 0	22% 4	18	1.21
Condition of textbooks	63% 12	11% 2	0% 0	0% 0	26% 5	19	1.14

#	Comments for "Delivery speed of materials"	Date
	There are no responses.	
#	Comments for "Quality of information/staff assistance"	Date
1	Prentice Hall Science and Geography could have more maps (for Geography) and diagrams, graphs (for Science)--If I can make them, the professionals should be able to make them.	3/30/2016 11:23 AM
#	Comments for "Completeness of textbooks"	Date
1	Some maps, diagrams, graphs that are in the print book are not in Braille textbook and are needed for class. If I can make them, the professionals making the book can. Will save me a lot of time if these are available.	3/30/2016 11:23 AM
#	Comments for "Condition of textbooks"	Date
	There are no responses.	

B&TB School Survey 2016

Q7 If utilizing the K-12 alternative format textbook services, how would you describe the overall quality of the service you and your students receive?

Answered: 19 Skipped: 1



	Excellent	Good	Fair	Poor	Don't use	Total	Weighted Average
Quality of service	53%	11%	0%	0%	37%	19	2.58
	10	2	0	0	7		

#	If you answered Fair or Poor, please explain	Date
	There are no responses.	