



Ann Arbor District Library
343 S. Fifth Ave. • Ann Arbor, MI 48104

Washtenaw Library for the Blind and Physically Disabled @ AADL

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February 19, 2015

Richard Smith
Chief, Network Division
National Library Service for the Blind and Physically Handicapped
1291 Taylor St. NW
Washington, D.C. 20542-4960

RE: Nomination of WLBPD@AADL for 2014 Subregional Library of the Year

Dear Mr. Smith:

I am pleased to submit the enclosed nomination of the Washtenaw Library for the Blind and Physically Disabled @ AADL for the NLS 2014 Subregional Library of the Year Award.

2014 marked the Ann Arbor District Library's 5th anniversary administering the WLBPD - and as highlighted in AADL's annual report, it was a great year!

At the WLBPD@AADL serving our patrons always comes first! We believe the most effective way of ensuring our patrons' satisfaction is accomplished efficiently, professionally, and with enthusiasm, is through providing all AADL public services staff with access to quality foundational and ongoing training, resources, and support.

In 2014, our patrons let us know they appreciate our services, and our staff, through record attendance at the APH, *Child in a Strange Country* exhibit (5,000+), the biennial VISIONS vendor fair (500+), and numerous programs.

With an astounding 30% response rate to a 2014 patron satisfaction survey, 94% rated our services as excellent/good, and 97% said they would recommend our services to others.

In addition to directly serving patrons, we also constantly strive to get the word out about talking book services, through fostering strong partnerships with other local public libraries, and through connecting with local University of Michigan School of Information students, including presenting to a social justice class and acting as a case study and resource for a group of students studying collections development.

We appreciate the opportunity to share and be recognized for the accomplishments we feel rewarded for the privilege of providing every day.

Thank you,

Terry Soave | 734/327-8327 | soavet@aadl.org
Manager of Outreach & Neighborhood Services

Terry Soave is the Outreach & Neighborhood Services Manager for the Ann Arbor District Library, and in that role also serves as the coordinator of all staff training, patron services, and reporting aspects of the Washtenaw Library for the Blind & Physically Disabled @ Ann Arbor District Library services.