



# Washtenaw Library for the Blind & Physically Disabled @ AADL

Our goal @ WLBDP is to provide you with excellent service.  
Please complete and return this anonymous survey before **April 11, 2012**,  
and let us know what you think. Thank you for your input!

You may:

- Complete the survey and return it using the postage-paid, enclosed envelope.
- Complete the survey online at <http://wlbpd.aadl.org/survey23>
- Complete the survey over the phone by calling (734) 327-4224.

**1. How did you initially come to learn about the National Library Services for the Blind and Physically Disabled, talking book services, or the WLBDP @ AADL? Check all that apply.**

- Friend or family member
- Physician
- Therapist or social worker
- School
- Senior center
- Senior residence staff person
- Flyer, newsletter, or other advertisement
- Don't remember
- Other \_\_\_\_\_

**2. How frequently do you visit the WLBDP @ AADL in person?**

- Daily
- Weekly
- Monthly
- Annually
- Never

• **What was the purpose of your visit? Check all that apply.**

- Apply for service
- Check out WLBDP books or described videos
- Check out AADL materials
- Hang out / meet up with friends
- Use the public computers
- Use the Assistive Technology Lab
- Attend a program
- Report a problem with the service
- Inquire about new services or programs
- Make a suggestion
- Other \_\_\_\_\_

• **How would you rate the service you received in person?**

- |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Poor                  | Fair                  | Neutral               | Good                  | Excellent             |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**3. How frequently do you call the WLBDP @ AADL?**

- Daily
- Weekly
- Monthly
- Annually
- Never

• **What was the purpose of your call? Check all that apply.**

- Apply for service
- Order books, magazines, or described videos
- Ask for recommendations on what to read or view next
- Ask about my account
- Report a problem with the service
- Inquire about new services
- Inquire about a program
- Make a suggestion
- Just wanted someone to talk to
- Other \_\_\_\_\_

• **How would you rate the service you received by phone?**

Poor      Fair      Neutral      Good      Excellent  
                       

**4. How frequently do you email the WLBDP @ AADL?**

- Daily
- Weekly
- Monthly
- Annually
- Never

• **What was the purpose of your email? Check all that apply.**

- Apply for service
- Order books, magazines, or described videos
- Ask for recommendations on what to read or view next
- Ask about my account
- Report a problem with the service
- Inquire about new services
- Inquire about a program
- Make a suggestion
- Just wanted someone to talk to
- Other \_\_\_\_\_

• **How would you rate the service you received by email?**

Poor      Fair      Neutral      Good      Excellent  
                       

**5. When you receive a WLBDP newsletter, do you read it?**

- Yes
- Sometimes
- No

**6. How would you rate your experience with the new Digital Talking Book Machine?**

Poor      Fair      Neutral      Good      Excellent

**7. Do you know that downloading books and magazines from BARD (the Braille and Audio Reading Download) is a service that is available to you?**

Yes

No

**• If you have downloaded from BARD, how would you rate your experience with the service?**

Poor

Fair

Neutral

Good

Excellent

**8. Are you able to read large print?**

Yes

Sometimes. It depends on how large and/or the contrast.

No, but I have someone available to read printed items that I am otherwise unable to read.

No

**• Are you aware that as a WLBDP patron, you are also eligible to receive Large Print Books-By-Mail as Free Matter for the Blind?**

Yes

No

**• If yes, how would you rate your experience?**

Poor

Fair

Neutral

Good

Excellent

**9. Are you aware that the Downtown Ann Arbor District Library has a lab equipped with Assistive Technology equipment?**

Yes

No

**10. Which of the following types of assistive technology are you using or might be likely to use? Check all that apply.**

- Kurzweil 1000 text-to-speech and text-to-Braille Scanner Station with a Braille embosser
- JAWS text-to-speech software
- Closed-circuit television
- Mac station
- IntelliKeys
- Elevator tables
- None of these

**11. Are you aware that the WLBDP offers training and/or assistance in using Assistive Technology?**

- Yes
- No

**• Have you ever received Assistive Technology assistance and/or training through the WLBDP?**

- Yes
- No

**• If yes, how would you rate your experience with the training service?**

- |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Poor                  | Fair                  | Neutral               | Good                  | Excellent             |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**12. Have you or a family member ever visited the WLBDP website at [wlbpd.aadl.org](http://wlbpd.aadl.org)?**

- Yes
- No

**13. How would you rate your overall experience with WLBDP @ AADL?**

- |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Poor                  | Fair                  | Neutral               | Good                  | Excellent             |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**14. Would you recommend WLBDP services to friends and family members?**

- Yes
- No

## Comments and Suggestions