Our goal at WLBPD 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 WLBPD @ 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 WLBPD @ AADL in person?
   - Daily
   - Weekly
   - Monthly
   - Annually
   - Never
• **What was the purpose of your visit? Check all that apply.**
  - [ ] Apply for service
  - [ ] Check out WLBPD 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
  - [ ] Poor
  - [ ] Fair
  - [ ] Neutral
  - [ ] Good
  - [ ] Excellent

3. **How frequently do you call the WLBPD @ 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 WLBPD @ 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 WLBPD 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 WLBPD 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 WLBPD offers training and/or assistance in using Assistive Technology?

- Yes
- No

- Have you ever received Assistive Technology assistance and/or training through the WLBPD?

- Yes
- No

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

  Poor    Fair    Neutral    Good    Excellent
  ☐        ☐        ☐    ☐    ☐    ☐

12. Have you or a family member ever visited the WLBPD website at wlbpd.aadl.org?

- Yes
- No

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

  Poor    Fair    Neutral    Good    Excellent
  ☐        ☐        ☐    ☐    ☐    ☐

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

- Yes
- No
Comments and Suggestions