To help us know how we may better serve you, please complete and return this anonymous survey before **November 26, 2014**.

You may complete the survey:
- and return it using the enclosed pre-addressed envelope (no postage necessary)
- online at [http://wlbpd.aadl.org/survey2014](http://wlbpd.aadl.org/survey2014)
- 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
- [ ] Library
- [ ] Physician
- [ ] Therapist or social worker
- [ ] School
- [ ] Low vision support group
- [ ] Senior center or residence
- [ ] Flyer, newsletter or ad
- [ ] Don’t remember
- [ ] Other ________________

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

   Poor ○   Fair ○   Neutral ○   Good ○   Excellent ○

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

   - [ ] Yes
   - [ ] No

4. **In addition to receiving WLBPD services, do you also have an Ann Arbor District Library card?**

   - [ ] Yes
   - [ ] No
If you answered yes, please check one:
- [ ] I had an AADL card prior to applying for WLBPD services
- [ ] I applied for an AADL card while, or after, applying for WLBPD services

5. How frequently do you visit the library (any location) 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 books, music, videos, or unusual items
- [ ] Hang out or meet-up with friends
- [ ] Use the public computers
- [ ] Use the Assistive Technology Lab
- [ ] Attend a program
- [ ] Report a problem or make a suggestion
- [ ] Inquire about new services or programs
- [ ] Other ________________________________

How would you rate the service you’ve received in person?
- [ ] Poor
- [ ] Fair
- [ ] Neutral
- [ ] Good
- [ ] Excellent

6. How frequently do you call the WLBPD @ AADL?
- [ ] Daily
- [ ] Weekly
- [ ] Monthly
- [ ] Annually
- [ ] Never
What was the purpose of your call? Check all that apply.

☐ Inquire about or 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
☐ 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 ☐

7. If you email WLBPD @ AADL, how would you rate the service you’ve received by email?

Poor ☐ Fair ☒ Neutral ☐ Good ☐ Excellent ☐

8. When you receive a WLBPD mailing, do you read it?

☐ Yes
☐ Sometimes
☐ No

9. How would you rate your experience with the Digital Talking Book Machine?

Poor ☐ Fair ☐ Neutral ☐ Good ☐ Excellent ☐

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

☐ Yes
☐ No
If you have downloaded from BARD, how would you rate your experience with the services?

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<th>Poor</th>
<th>Fair</th>
<th>Neutral</th>
<th>Good</th>
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11. 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

12. Are you aware that the Downtown Ann Arbor District Library has a lab equipped with assistive technology equipment?

☐ Yes
☐ No

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

☐ Macintosh computer/laptop
☐ Other Mac products: iPhone, iPad, iPod Touch, etc.
☐ Personal computer (PC) or laptop (Windows based)
☐ Android products: smartphone, smartwatch, etc.
☐ Text-to-speech software
☐ Closed-circuit television magnifier
☐ Braille embosser/printer
☐ Braille display
☐ Hand-held magnifiers
☐ None of these
☐ Other
14. Are you aware that the WLBPD offers training and/or assistance in using assistive technology?

☐ Yes
☐ No

Have you ever received technology assistance and/or training through the WLBPD?

☐ Yes
☐ No

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

Poor ☐ Fair ☐ Neutral ☐ Good ☐ Excellent ☐

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

☐ Yes
☐ No

Comments and Suggestions:

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