

The 2011 Montana Talking Book Library (MTBL) Patron Survey results.

30% Response rate. 61 responses out of 200.

1. What do you like best about your MTBL services?

(2 responses each)

- Convenience of delivery and automatic service-63%
- Assistance of Staff- 43%
- Variety of books/materials available- 43%
- Service/equipment are designed for people with low or no vision- 30%
- Can receive as many or as few books as desired- 14%
- Ability to download BARD books and magazines- 7%

2. What do patrons like best about the new digital book player:

(2 responses each)

- Books on a single cartridge- 61%
- Smaller, lighter weight- 43%
- Easier to use- 39%
- Improved sound quality- 23%
- Longer battery life- 23%
- Plays downloaded books- 15%
- New "sleep" button feature- 13%

3. Do you download books from BARD?

- No-patron has no computer and/or internet- 38%
- Not interested- 31%
- Yes, I download my books- 21%
- Yes, an authorized person on my behalf downloads for me- 6%
- No, Signed up but haven't used it- 4%

4. Rate the MTBL Website:

- Accessibility: Excellent- 30% Good- 60% Average- 10%
- Ease of Use: Excellent- 46% Good -36% Average- 18%
- Helpful Information: Excellent- 34% Good- 44% Average- 22%

5. What types of Montana books do you want more of in our local "Montana" recording program? (multiple responses + comments)

- Fiction set in Montana- 40%
- History- 39%
- Biographies- 14%
- True-Crime- 4%
- Nature- 2%
- Sports- 1%
- Comments: more books by "any Montana author"-regardless of subject matter- 23%

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6. Rate locally recorded Montana Magazines.

- Montana the Magazine of Western History- 18% subscribed; of those:
Excellent- 33.33% Good- 33.33% Average- 33.33%.
- Montana Outdoor Magazine- 26% subscribed; of those:
Excellent- 42% Good- 42% Average- 16%

7. Patron experiences working with Staff & Volunteers:

- Ease of Contacting Staff: Excellent- 91% Good- 9%
- Courtesy of Staff: Excellent- 100%
- Timely Response of Staff:
Excellent- 76% Good- 18% Average-6%
- Appropriate Assistance Received from Staff:
Excellent- 87% Good-12% Average- 1%
- Prompt Handling of Technical or Equipment Problems by Staff:
Excellent- 82% Good- 6% Average- 2%
- Staff is Knowledgeable: Excellent- 82% Good- 6% Average-2%
- Staff is Professional: Excellent- 87% Good-11% Average-2%
- Volunteers appropriately Direct Calls to Staff: Excellent-83% Good- 17%

8. Rate the Overall Quality of MTBL services: Excellent- 96% Good- 4%