The Colorado Talking Book Library (CTBL) provides free library services to Coloradans of all ages who are unable to read standard print materials because of physical, visual, or learning disabilities. The CTBL patron satisfaction survey has been regularly distributed to an age-stratified sample of patrons since 2004. Below are highlights from the 2018 survey, as well as other year-end statistics.

### Patron Satisfaction Survey, 2018

More than 9 in 10 CTBL survey respondents rated these services as “excellent” or “good.”

- **Overall quality of service**: 99%
- **Courtesy of library staff**: 99%
- **Speed of delivery**: 97%
- **Condition of materials**: 97%
- **Ease of contacting library staff**: 97%

**CTBL serves...**

- **Nearly 6,200 active individual patrons**
- **More than 570 organizations**
- **Every county in Colorado**

Most CTBL patrons said they use the library to **read for enjoyment**.

**The top 3 personal outcomes include:**

- Reading books for enjoyment (fiction): 85%
- Keeps my mind active: 80%
- Continue my hobby of reading: 66%

### The Average CTBL Patron

Don’t know what I would do without them since I have always loved to read and when I lost my sight I thought I would lose books too.

- **Resides:** on the Front Range
- **Social media site of choice:** Facebook
- **Level of education:** College Degree (bachelor’s or higher)
- **Age:** 76+
- **Gender:** Female
- **Means of contacting CTBL:** Phone
- **Your service brings SO much joy to my son, every time one of your blue packages arrives we are grateful.**
- **The CTBL means the world to me. It enriches my life immeasurably.**

### The Collection*

- **357,019** physical items circulated
- **79,815** digital (BARD) downloads

That’s **58** items circulated, and **13** BARD downloads, for every individual patron!

**Total collection:** 176,191 unique titles.

**Top formats by circulation**

<table>
<thead>
<tr>
<th>Format</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Digital books</td>
<td>92%</td>
</tr>
<tr>
<td>Large print</td>
<td>4%</td>
</tr>
<tr>
<td>Cassette</td>
<td>3%</td>
</tr>
<tr>
<td>Braille</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
</tr>
</tbody>
</table>

*July 2017 to June 2018

### Staff & Volunteers*

**In 2018, CTBL...**

- Handled circulating items 716,145 times
- Received and answered 20,295 phone calls
- Assisted 696 patron walk-ins
- Received and answered 1,897 emails

**CTBL has its own sound studio for recording audio books...**

First, volunteers are trained to be a reviewer. Later, they can become a soundboard monitor or audition to be a narrator. This three-person team works together to convey, record, and master an audio recording. In 2018, CTBL volunteers created 54 new titles in the studio.