

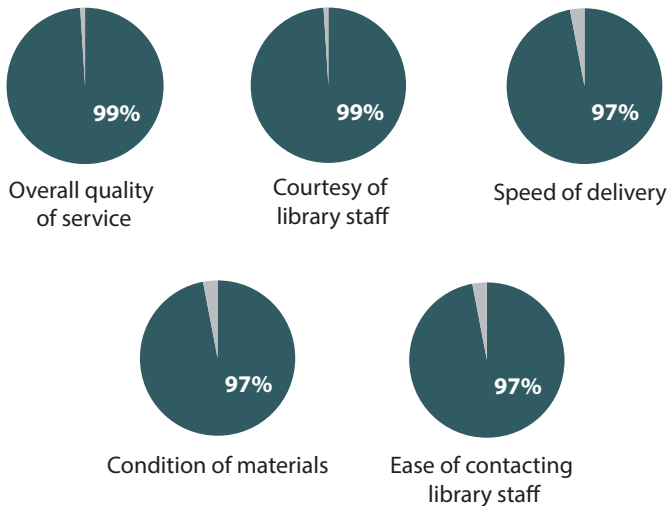
CTBL Patron Satisfaction and Status Report



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.”**



CTBL serves...



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

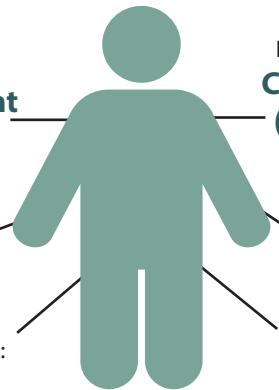
The top 3 personal outcomes include:



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**
 Means of contacting CTBL: **Phone**



Level of education: **College Degree (bachelor's or higher)**
 Age: **76+**
 Gender: **Female**

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*

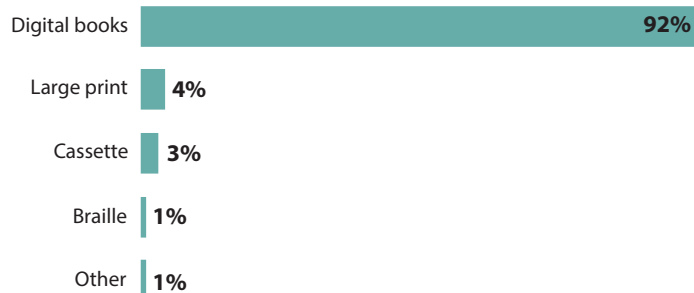
357,019 physical items circulated and **79,815** digital (BARD) downloads.

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



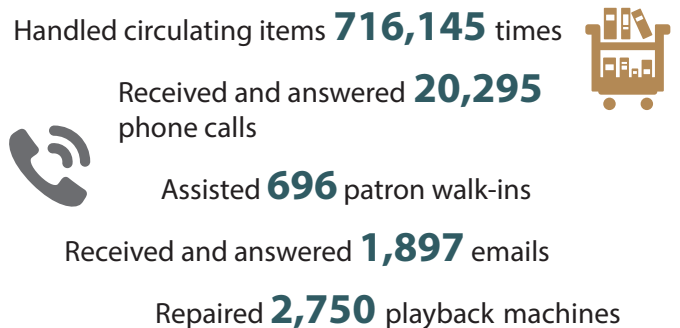
Total collection: **176,191** unique titles.

Top formats by circulation



Staff & Volunteers*

In 2018, CTBL...



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



*July 2017 to June 2018

