

Talking Books Plus Survey 2010

We appreciate your help in evaluating the services you receive from Maine State Library Outreach Talking Books Plus (Talking Books, Large Print, and Descriptive Video). If you need assistance or would prefer to complete the survey by phone, please call us at 1-800-762-7106 between 8 a.m. and 5 p.m.

1. Using Talking Books Plus services (Talking Books, Descriptive Video, and/or Large Print) improves the quality of my life.

- Strongly agree Agree Disagree Strongly disagree

2. Talking Books Plus helps me to be more informed.

- Strongly Agree Agree Disagree Strongly Disagree

3. Talking Books Plus helps me get the health information I need.

- Strongly Agree Agree Disagree Strongly Disagree

4. If I didn't have this service, I would not have access to the library material I need.

- Strongly agree Agree Disagree Strongly disagree

5. The library service supports my continuing education.

- Strongly agree Agree Disagree Strongly disagree

6. The library service provides me with recreational reading.

- Strongly agree Agree Disagree Strongly disagree

7. It is easy to contact the library.

- Strongly agree Agree Disagree Strongly disagree

8. The library staff is courteous.

- Strongly agree Agree Disagree Strongly disagree

9. The library has the books or video titles I want.

- Strongly agree Agree Disagree Strongly disagree

10. When I call with a machine problem, I get the help I need.

- Strongly agree Agree Disagree Strongly disagree

11. Information on the Maine State Library web site helps me use the library services.

- Strongly agree Agree Disagree Strongly disagree

12. Overall, I get good service from Maine State Library Outreach Talking Books Plus.

- Strongly agree Agree Disagree Strongly disagree

13. Do you own a personal computer with access to the internet?

- Yes No

14. Do you use any of the following assistive devices?

- JAWS
 Kurzweil
 Window Eyes
 ZoomText
 Closed Circuit TV
 Dragon NaturallySpeaking
 Other (please specify)

15. How often do you contact Outreach Services by phone, letter, or other means?

- Daily Weekly Monthly Yearly Never

16. Do you use the Maine State Library Outreach Online Catalog?

- Yes No

17. Please enter any further comments below:

Thank You

We really appreciate your feedback! You will be redirected to the Talking Books Program website, a service of the Maine State Library.