**WTBBL Customer Satisfaction Survey-Fall 2016**

We would like to know how we are doing and what we can do better.

*3 lucky winners will be drawn from those who submit their survey by* **December 16, 2016!**You can respond in a number of ways:

* Write your survey responses on this sheet and **email** a scanned

 attachment **OR mail** it to WTBBL [by folding it in thirds and taping

 the bottom edge shut with WTBBL’s address showing OR placing it

 in an envelope]. Postage is NOT required.

* Call WTBBL and a staff member will help you, OR
* Fill out the survey online: [www.surveymonkey.com/r/WTBBL2016](http://www.surveymonkey.com/r/WTBBL2016).
1. Have you contacted WTBBL in the past year? Yes No
2. If so, what method did you use? (Check ALL that apply)

Phone call Email In-person visit Written correspondence

1. How satisfied overall are you with your WTBBL interactions?

Excellent Very Good Good Fair

1. How often do you use WTBBL? Daily Weekly Monthly Yearly
2. How long have you used WTBBL?

0-1 year 2-5 years 6-10 years Over 10 years

1. How did you find out about WTBBL? Friend/Family Support Group

Speaker or Event Referred by Professional Other\_\_\_\_\_\_\_\_\_\_

1. Have you used? (Check ALL that apply)

Digital Books Magazines Audio-described movies Utah Braille

ABLE Music instruction or scores OverDrive (through the public library) Bookshare Foreign Language Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Do you use the Internet? Yes No Someone uses it for me
2. Do you use BARD? Yes No Someone uses it for me
3. If so, how do you use BARD? (Check ALL that apply)

NLS Digital Player Commercial Device App for Apple or Android Devices

1. Do you use Newsline to listen to newspapers or magazines? Yes No

12. I am:  Male  Female  Institutional Account

13. My age is: 0-18 19-39 40-59 60-79 80-99 100 or older N/A

14. Please list the Wisconsin county where you live \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

15. If you’d like to be entered in the drawing, list your contact information here: NAME\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone number or email address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_