

V. Federal Fund

B.1. Program – Talking Book Service Patron Survey – Information item

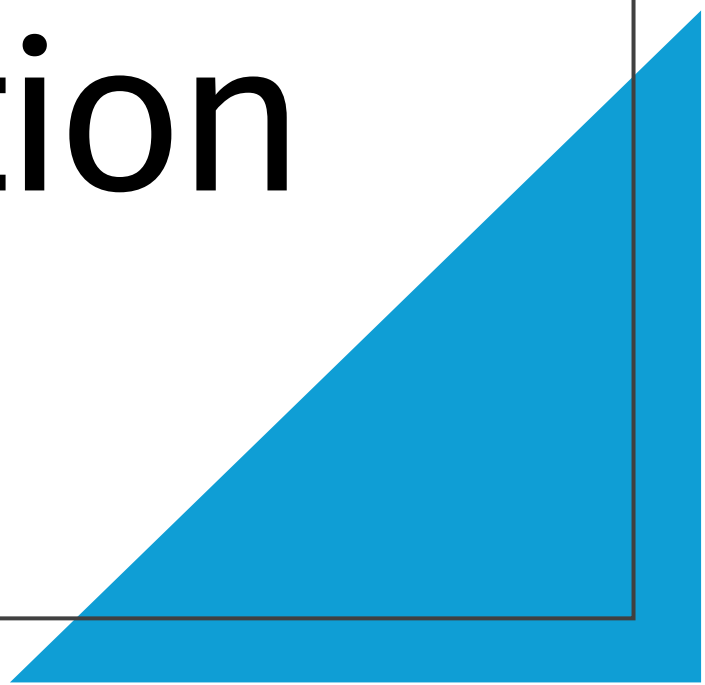
The Idaho Talking Book Service (TBS) provides audiobooks to Idahoans who are unable to read standard print due to low vision, blindness, or a physical, perceptual, or reading disability. The service is free for users, who receive titles by downloading them and/or receiving cartridges in the mail.

In spring 2024, Idaho TBS staff distributed satisfaction surveys to all of its active patrons – 3,005 adults and 26 youth – and received 685 responses.

A summary of the **2024 Idaho Talking Book Survey** results is attached below.

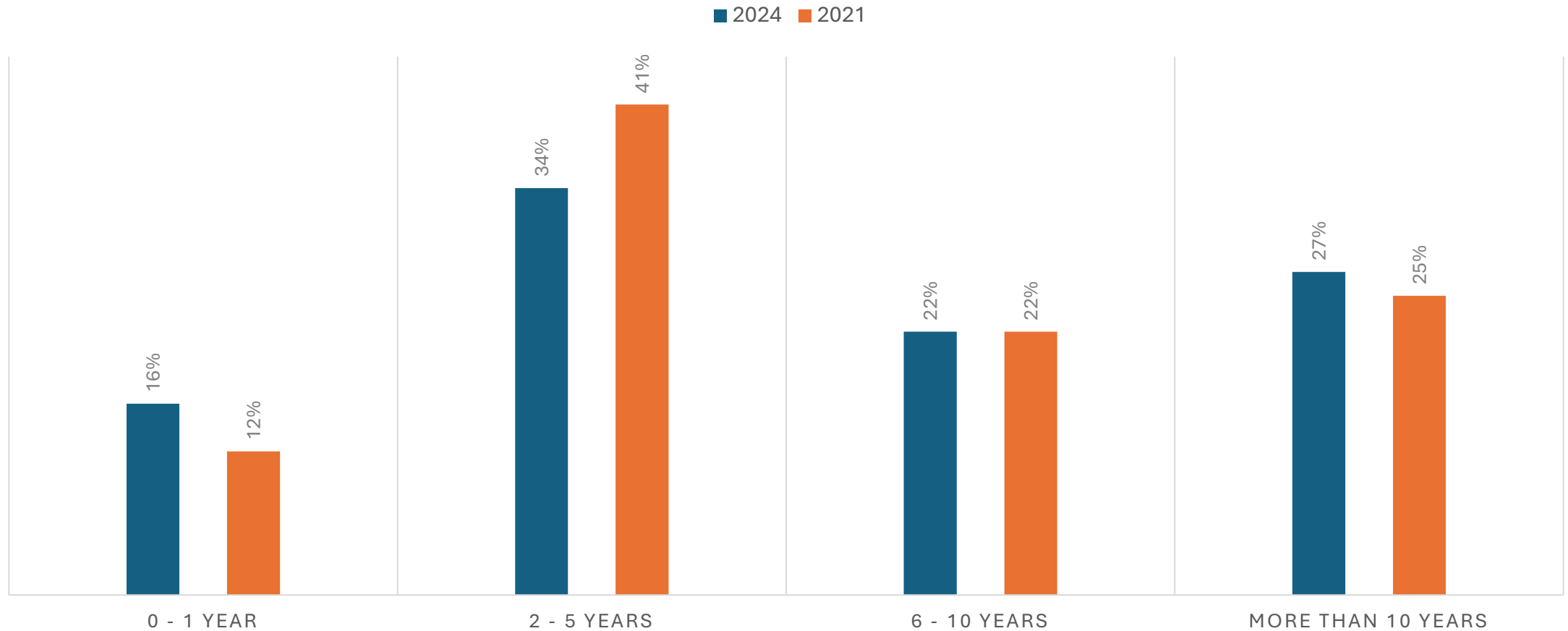
Idaho Talking Book Patron Satisfaction

2024 Survey Results



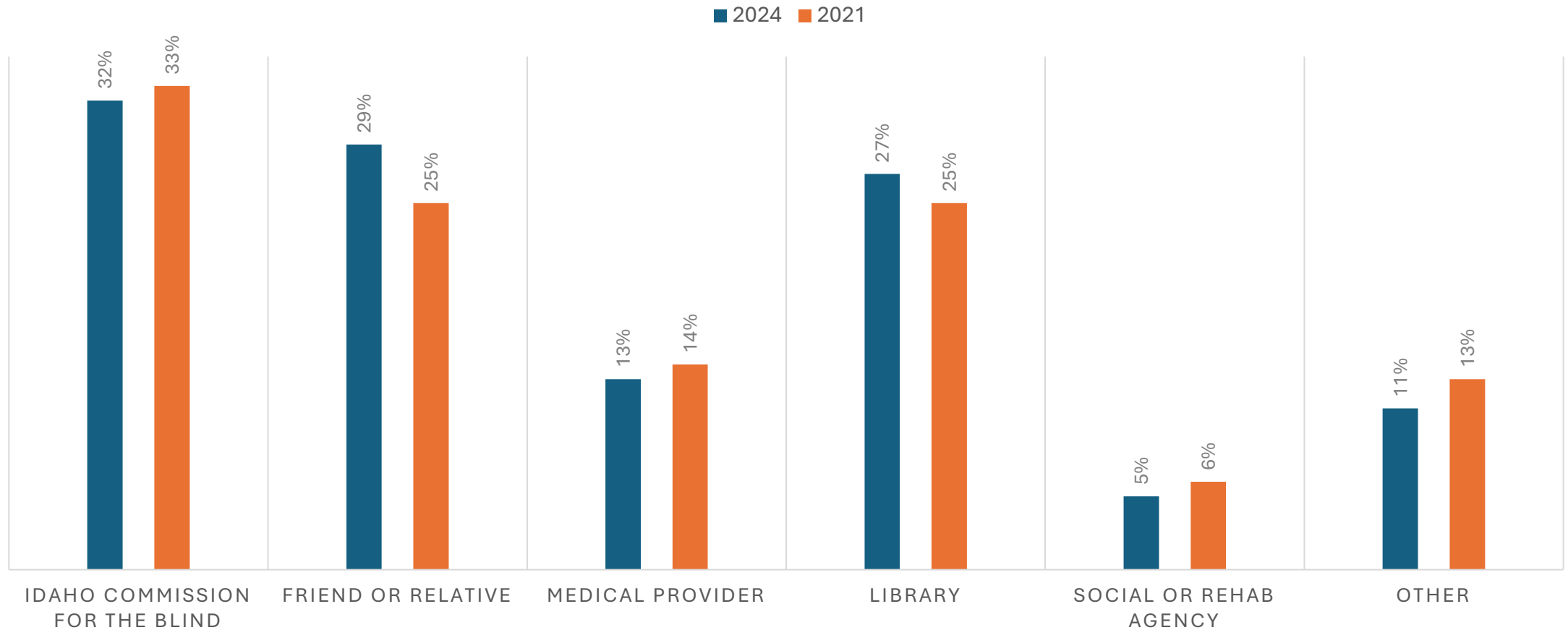
How long have you used the Talking Book Service?

673 Responses – 12 Empty



How did you learn about the Talking Book Service?

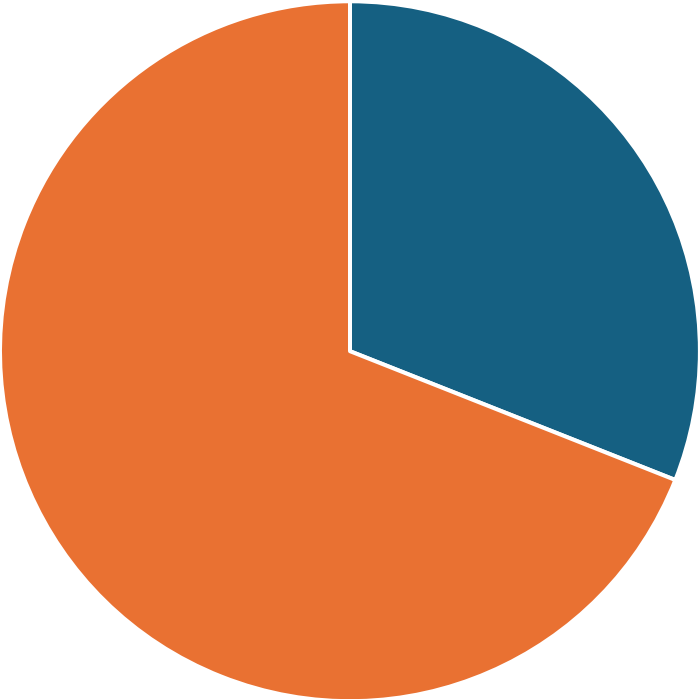
667 Responses – 16 Empty



Have you seen or heard an ad about TBS on television or radio?

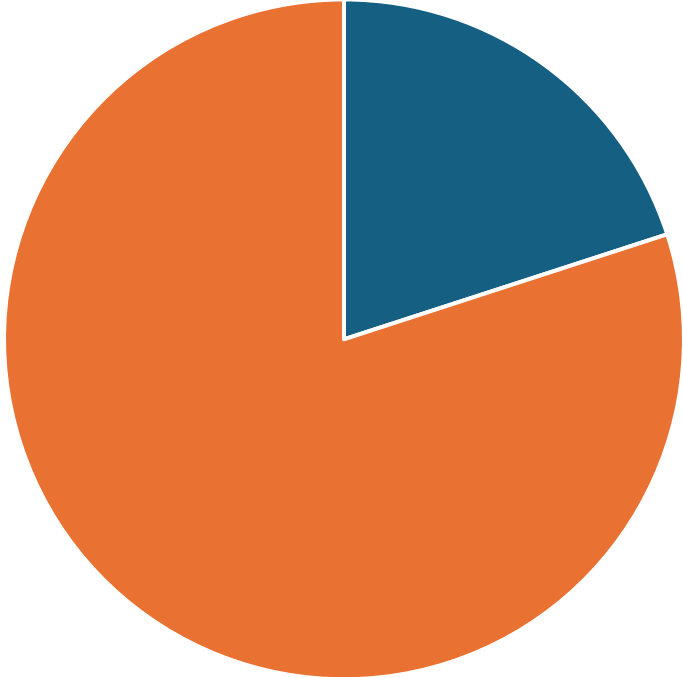
666 Responses – 19 Empty

2024



■ Yes ■ No

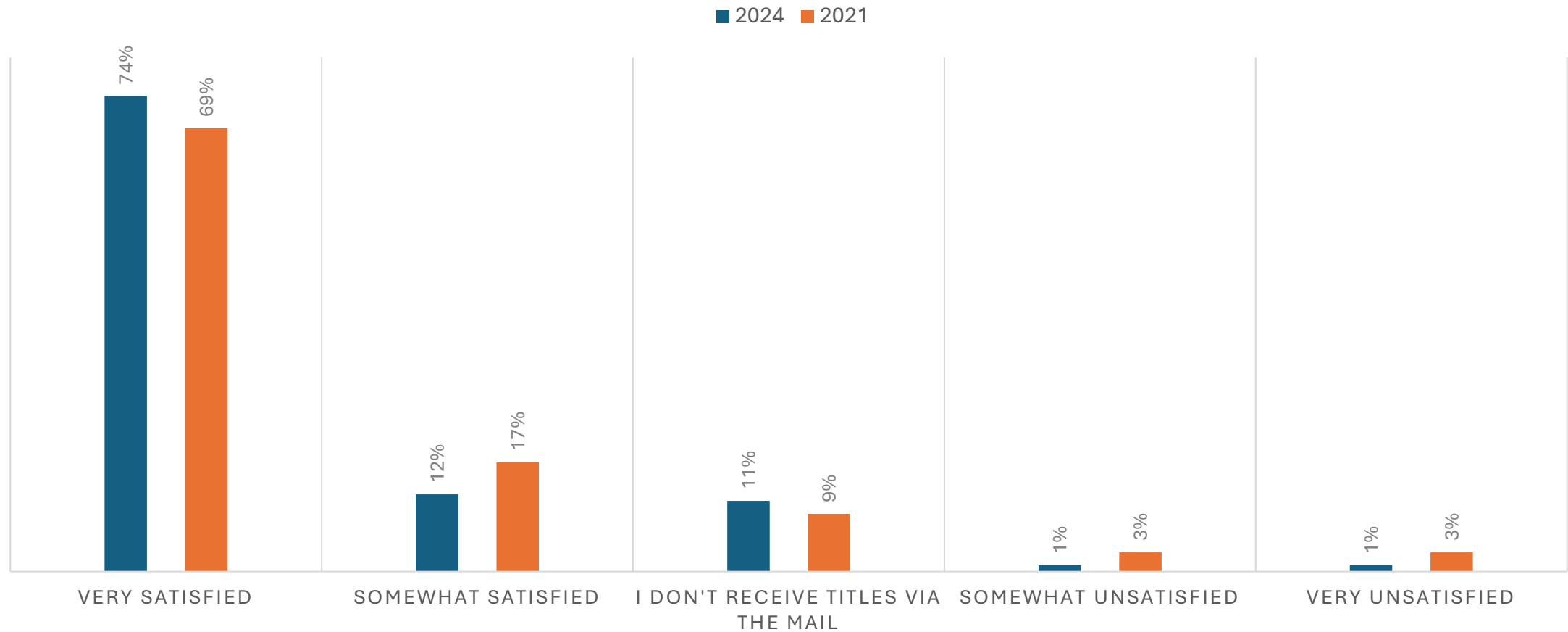
2021



■ Yes ■ No

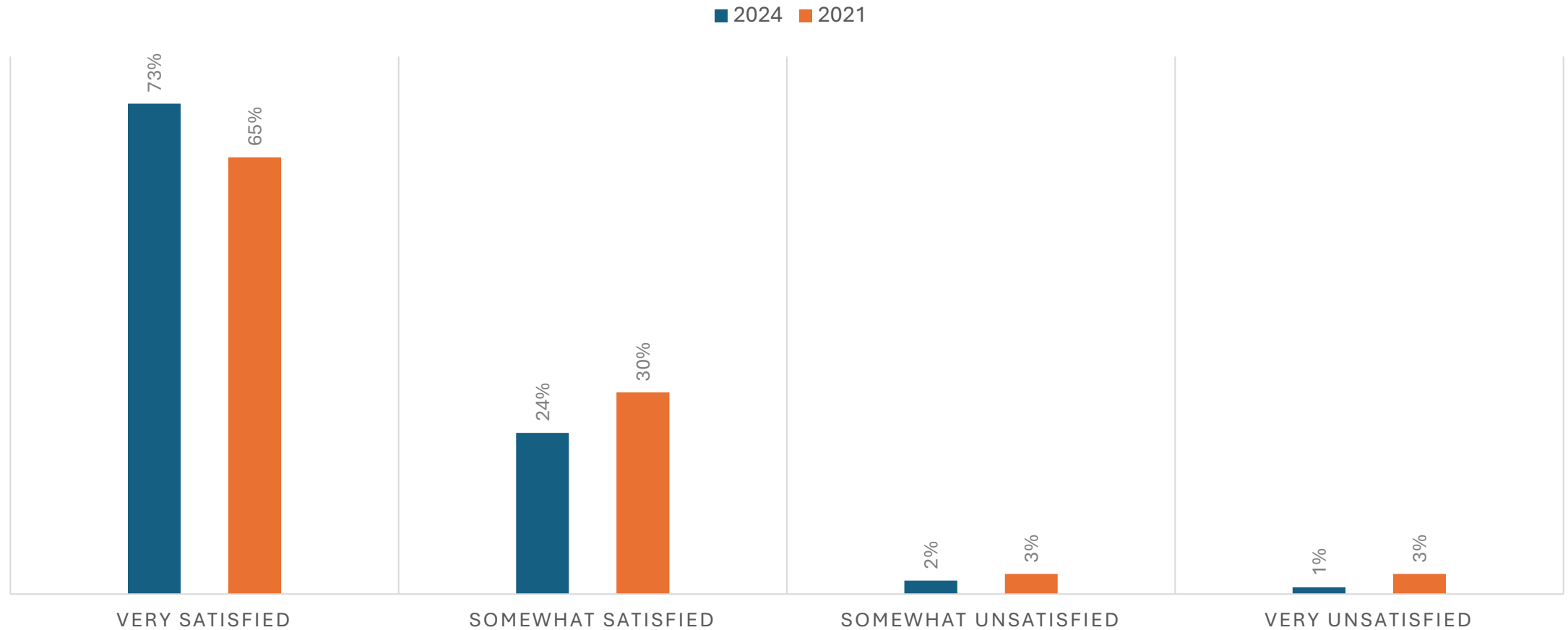
How satisfied are you with the number of books or magazines you receive via the mail?

673 Responses – 12 Empty



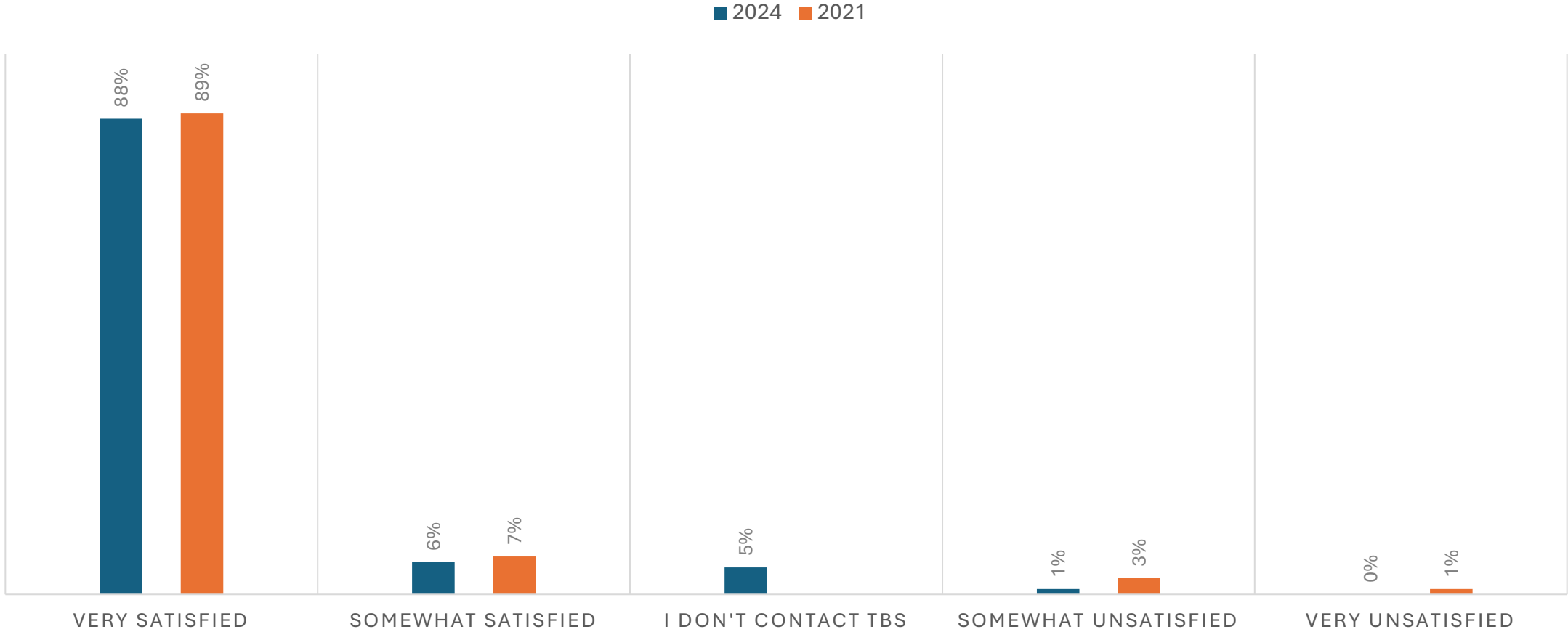
How satisfied are you with the books you receive?

662 Responses – 23 Empty



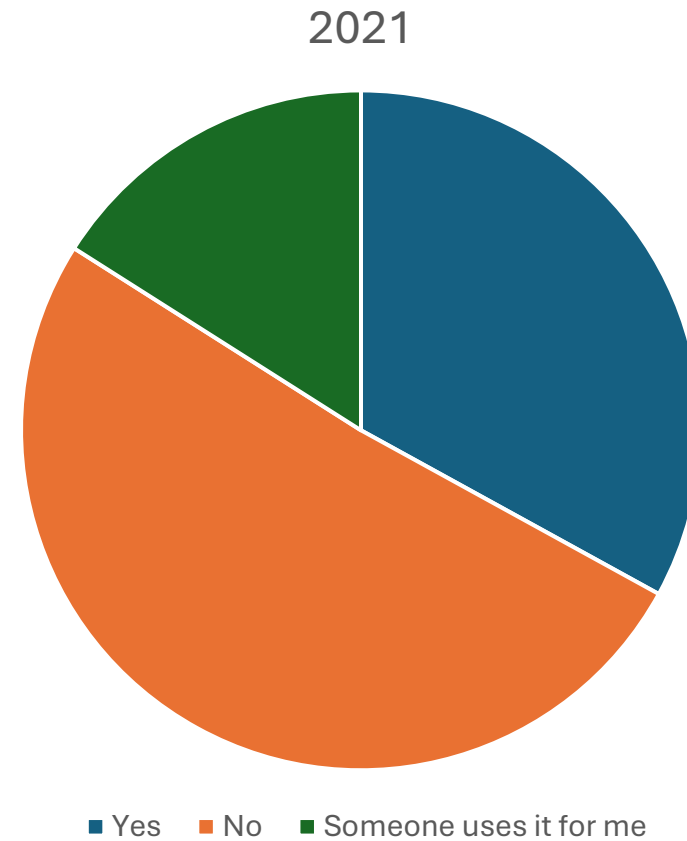
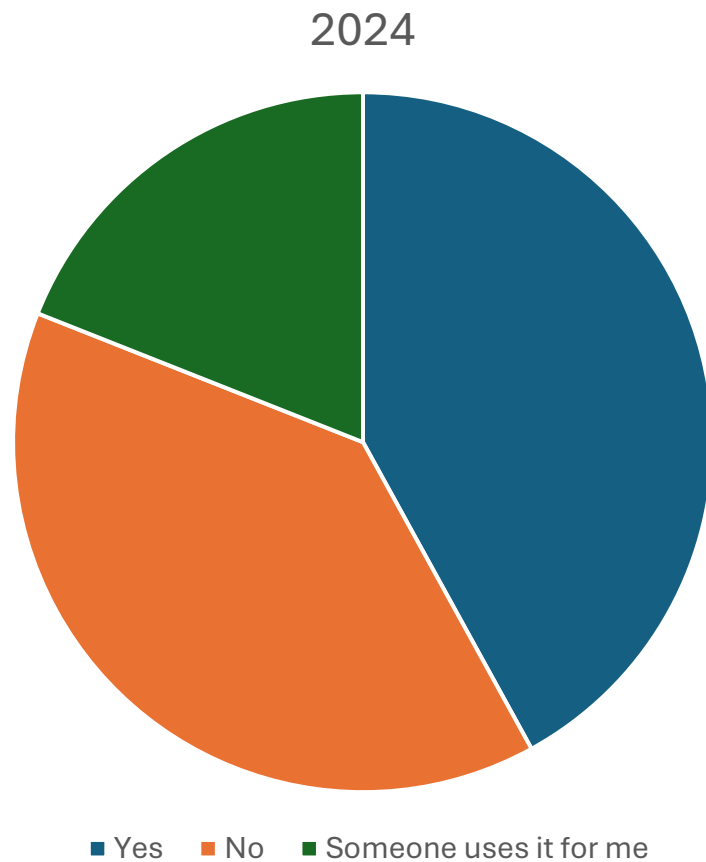
How satisfied are you with the customer service you receive when you contact TBS?

670 Responses – 15 Empty



Do you use the internet?

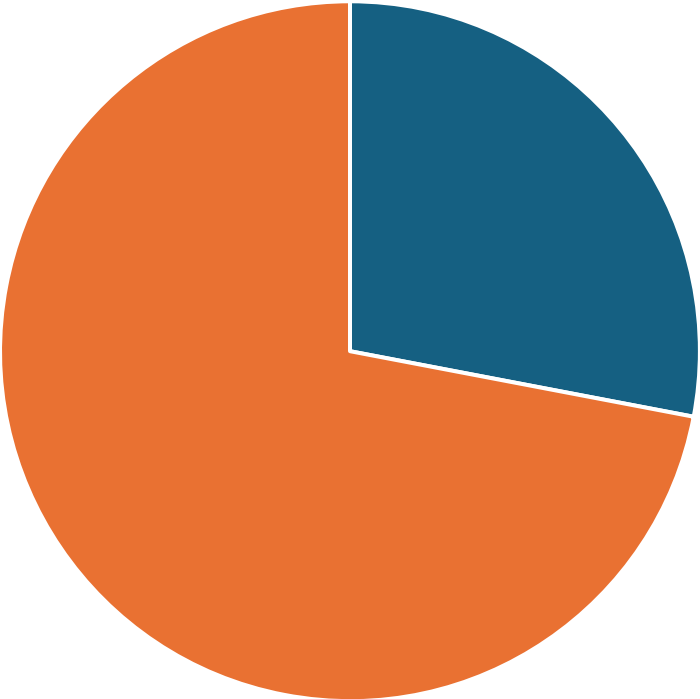
659 Responses – 26 Empty



Are you registered to download books from BARD?

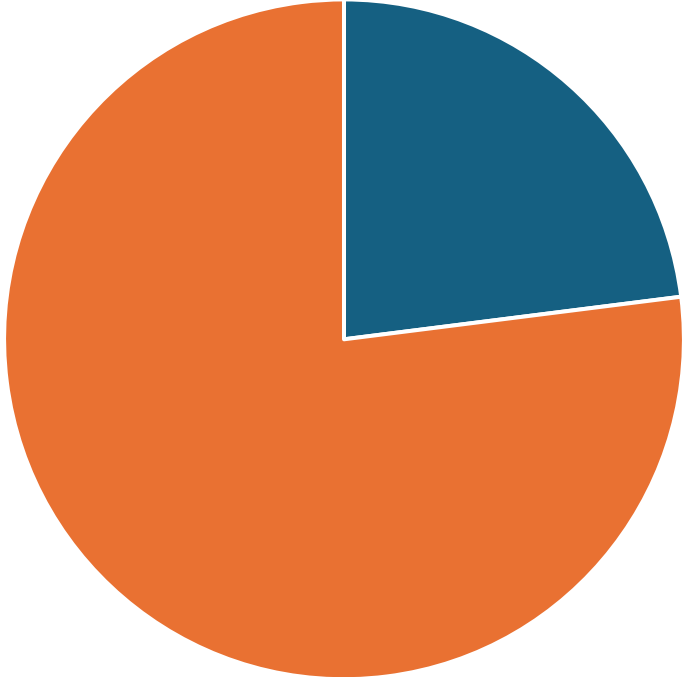
663 Responses – 22 Empty

2024



■ Yes ■ No

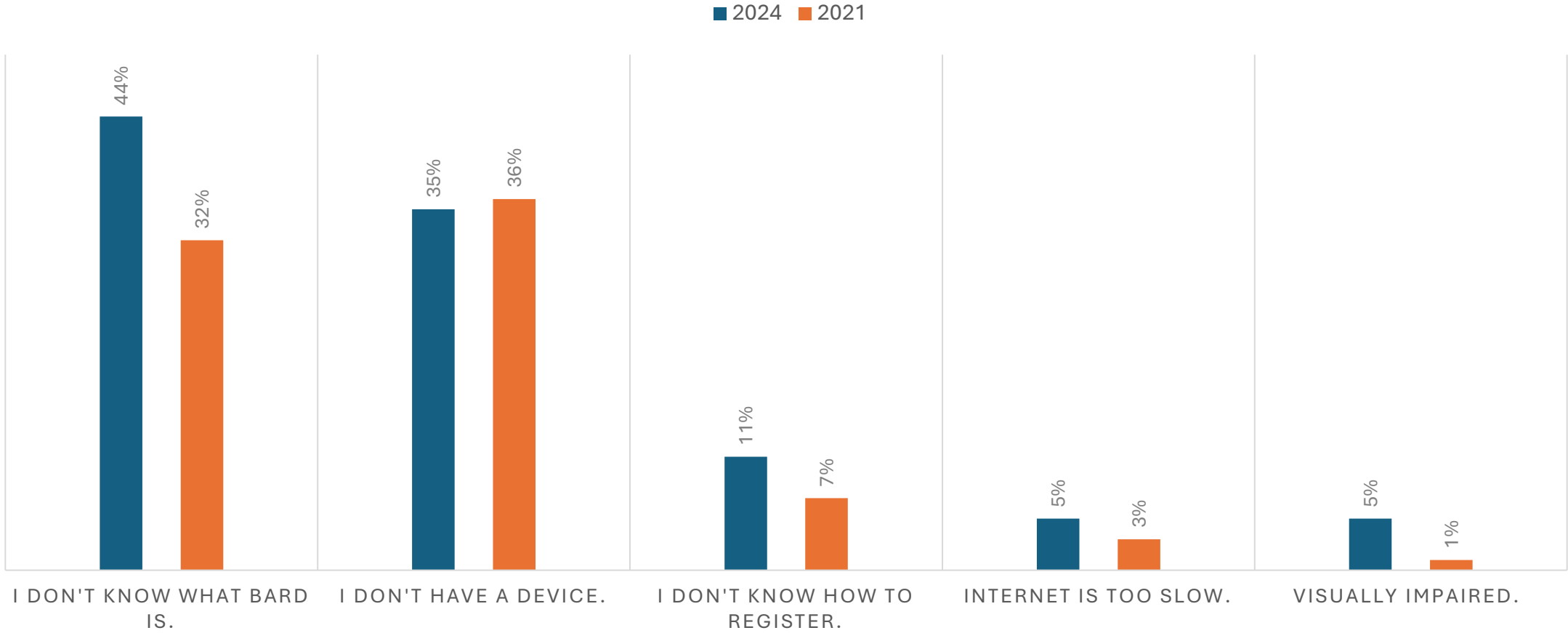
2021



■ Yes ■ No

Which of the following reasons prevent you from registering for BARD?

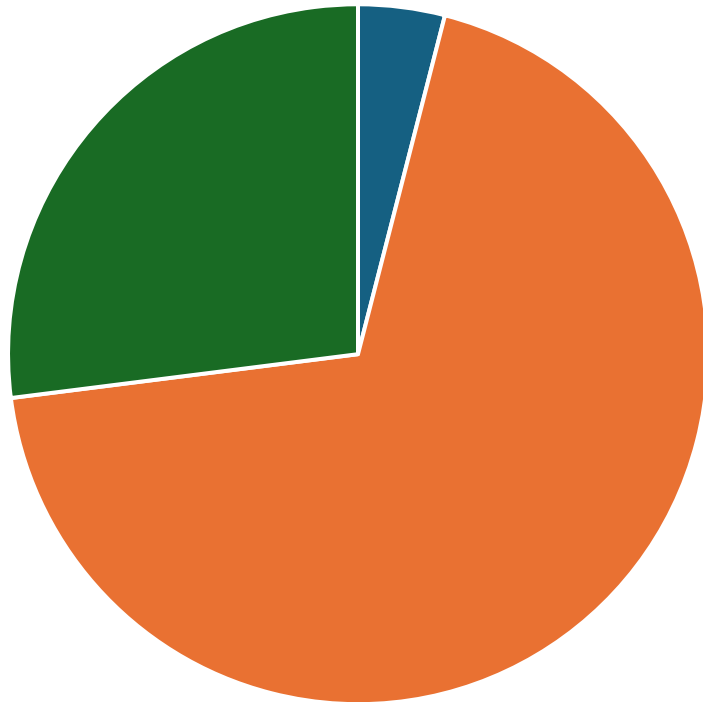
391 Responses – 294 Empty



Do you use Newsline to listen to newspapers or magazines?

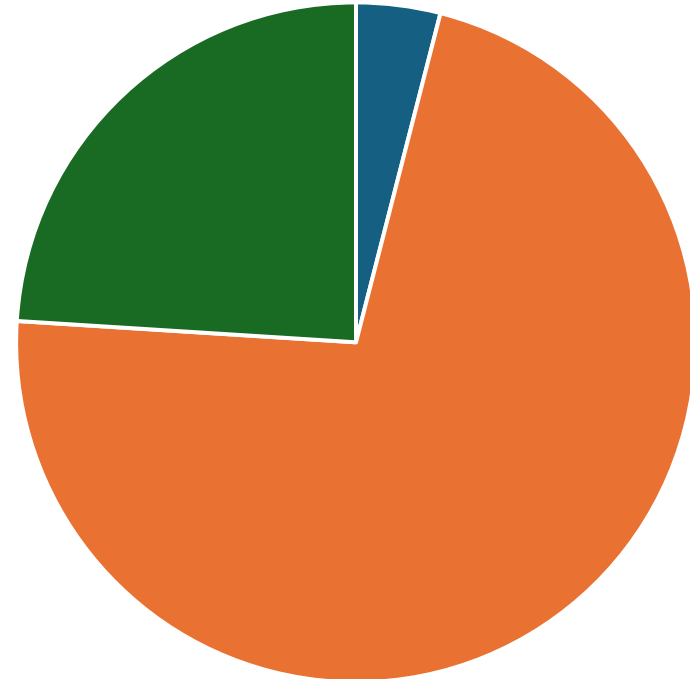
656 Responses – 29 Empty

2024



■ Yes ■ No ■ I don't know what Newsline is.

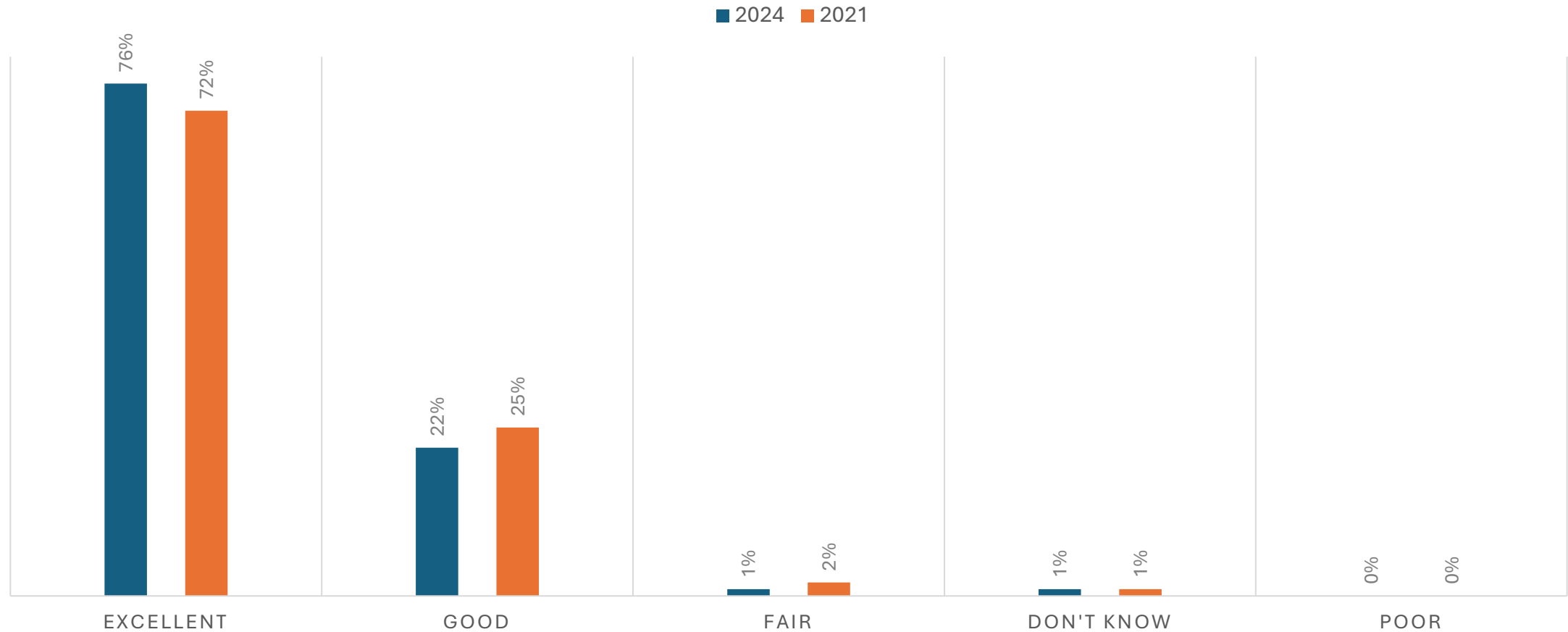
2021



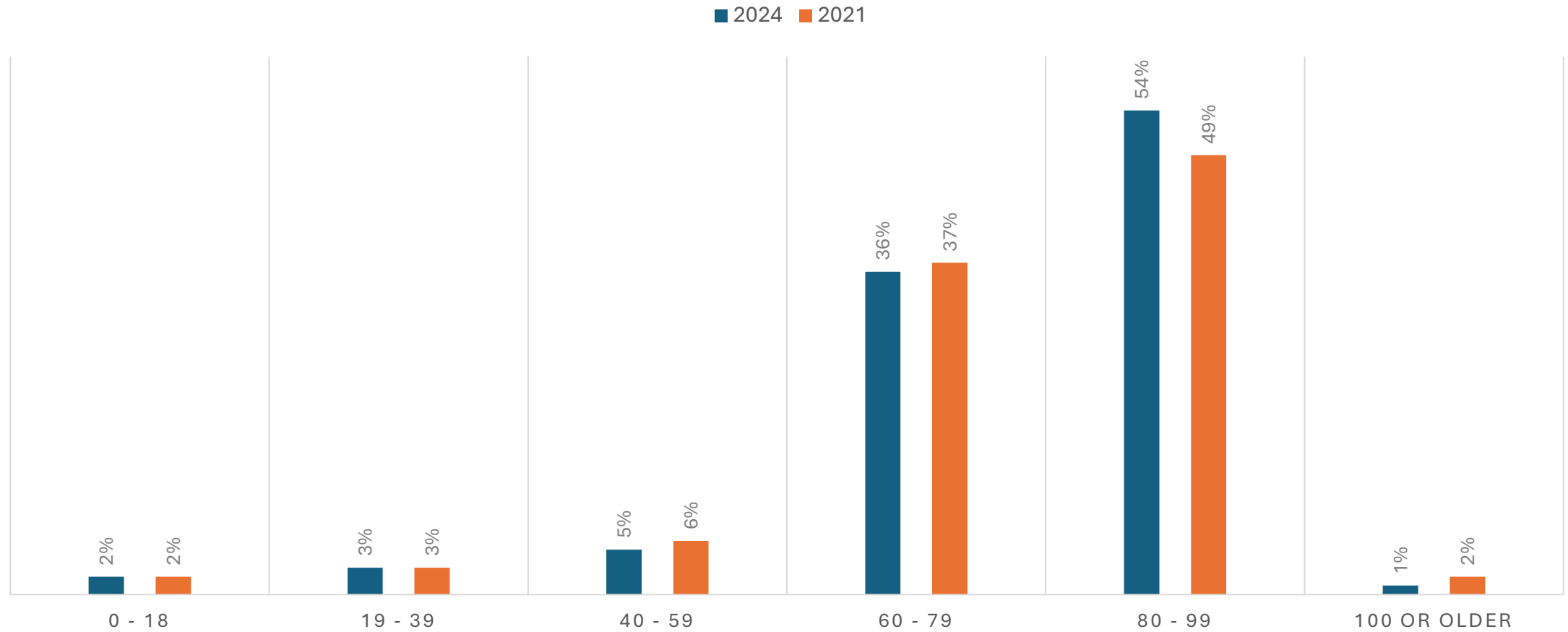
■ Yes ■ No ■ I don't know what Newsline is.

How would you rate the Talking Book Service overall?

659 Responses – 26 Empty



My age is: 656 Responses – 29 Empty



How could the Talking Book Service better meet your needs?

136 Responses – 549 Empty

Positive Feedback:

- Many users expressed satisfaction with the service, praising it for being helpful, convenient, and life-enhancing.
- Users frequently mentioned appreciation for the Talking Book Service, with some calling it "fantastic," "wonderful," and "a blessing."
- Several comments highlighted that the staff was helpful and responsive to their needs.

Additional Requests:

- Some users requested more audio effects, music, or sounds in the background to enhance the listening experience.
- A few users wanted newsletters sent via email, more information about additional services (such as Newslines), and more books in Spanish.

Technical and Delivery Concerns:

- A few mentioned technical issues with the BARD website, specifically navigation difficulties and challenges with the login process.
- Users asked for faster delivery of new books and better notification when services change or go down.
- Suggestions included sending more books at a time or having more books on a single cartridge.

How could the Talking Book Service better meet your needs?

136 Responses – 549 Empty

Suggestions for Improvement:

- **Book Access and Selection:**
 - Users requested more current titles, quicker access to new releases, and additional genres such as romance, westerns, theology, and Christian literature.
 - Several comments asked for more titles by specific authors or for older and popular titles to be added more quickly.
 - Some wanted better search functionality in the BARD app, with options to search by author, title, or subject.
 - A common request was for book lists or titles to be printed on the cartridges and in catalogs.
- **Book Tracking and Navigation:**
 - Some users expressed difficulty in keeping track of books they had already read on BARD, requesting a feature to help with this.
 - Several users wanted series books to be grouped together or read by the same narrator for consistency.
 - A few mentioned wanting to manage or request books more easily through BARD or online.
- **Narrator Issues:**
 - Some feedback highlighted problems with narrators, including difficulty understanding accents, inconsistent pronunciation, or changing narrators in a series.
- **Language and Content:**
 - Multiple users asked for fewer books with explicit language, requesting more PG-13 content or books without foul language.