



Fall 2005

CTBL News

Colorado Talking Book Library • Denver

Highlighting News Resources

Radio Reading Service of the Rockies (RRSR) and NFB Newslines provide local and national newspapers in audio format.

RRSR is a non-profit based in Boulder, CO and broadcasts 24 hours a day, 7 days a week. The principle focus of RRSR, is on providing detailed news primarily through local area newspapers. RRSR also reads various magazines, newsletters, original material not available from another resource and a variety of public service announcements from jurisdictional, arts, educational and non-profit entities. Calendars of events, grocery and retail ads and employment opportunity news provide some of the day-to-day practical information that RRSR listeners have come to depend upon.

There are many ways that you can listen to the broadcasts so speak with to RRSR and discover the right method for you. Their contact information is: 303-786-7777 or in Colorado Springs: 719-577-9624 or on the web at <http://rrsr.org>.

Another resource is NFB's Newslines which provides access to daily newspapers across the country and magazines via your telephone.

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Resources continued from page 1

The toll-free centralized call-in center provides service without delay to any subscriber. This also enables those who cannot read conventional print to have access to all of NFB-NEWSLINE® when traveling throughout the United States.

The Denver Post, Colorado Springs Gazette, LA Times, NY Times, Toronto Globe & Mail are some newspaper examples and the available magazines are AARP Magazine, The Economist and New Yorker.

To subscribe to Newsline, call a Reader Advisor and they will fill out the application for you and forward it on to the NFB-CO office. NFB will send you your ID number and security code. After you dial the phone number and log in the first time the system will remember you with an auto log in process to make it easier for future calls.

We hope that you will enjoy these two news resources available to CTBL patrons.

NOTE:

Subscriptions to Readers Digest and Newsweek are free. However, you will get a renewal form from APH that you must fill out and return to continue receiving the subscription. You do not need to include money with the form.

From the Director— Results of the Patron Survey

Our survey results are in and 99.8% of respondents rated the overall quality of service as excellent or good. Of that number 78.9% is excellent and 20.9% is good. The staff at CTBL strives to deliver great service and it seems we are doing our job. We measured several other service dimensions and these are the results:

99.8%—Courtesy of library staff

98.6%—Speed with which we get books to you

98.3%—Number of books we send to you

97.2%—Ease of contacting us

96.1%—Cassette machine quality

84.4%—Book titles we select for you

74.2%—CTBL Newsletter

It looks like we can improve the newsletter so if you have suggestions, please let a Reader Advisor know.

In response to the question, "How has the library service been valuable to you?"—88.6% said for reading pleasure and 38% said learning about a personal interest.

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Survey Results continued from page 3

Our patrons are generally well educated with 28% having some college and 34% have a college degree.

Finally, 72% of you communicate with the library via the phone on a monthly, 30% or quarterly, 20% basis. Some of you love us so much you talk to the library weekly, 10%!

Thanks to all who took the time to fill out the survey and send it back. Next year we will give patrons more time to complete it.

Debbi

Outreach

During May and June we participated in the VIP fair in Denver and one in Fort Collins and the Assistive Technology Conference in Westminster. Debbi visited with many vision support groups such as the MS group in Colorado Springs, VA group in Denver. She also spoke at the Mountains & Plains Paraprofessionals conference in July.

During the year July 1, 2004 to June 30, 2005 we attended 32 vision support groups and outreach events.

If you would like Debbi to visit a support group, meet with a group or know of an event that CTBL should attend, please contact Debbi.

Legislative Blue Book will be Available

During every election season the Legislative Blue Book is written and CTBL gets a copy that is recorded for our patrons. If you would like a copy for the upcoming election season please give your name to the Reader Advisors and we will send it to you as soon as it is complete.

2005 Election Schedule:

Tuesday November 1st—General election & Referendum C & D

Reader Advisors—Questions and Answers

Q: Can I get books at another location other than my home?

A: Most of our patrons know that they can call and put a temporary hold on their books if they are going to be on vacation or in a care facility for a short period of time. But did you know that we are always happy to send books to those places if you will be there for an extended amount of time? Even if you are visiting family in another state, just call us with your temporary address and your books will show up at that location. Be sure to call us when you want us to change back to your home address though.

Also, for our student patrons, we can ship books to out-of-state schools and colleges, where you are enrolled.

Source for Bibles

CTBL gets many requests for Bibles in various formats. We do have available a large print NLS circular titled: Bibles and Other Sacred Writing in Special Media. It gives sources and contact information for publishers and the costs for materials. The circular was written in 1999 so some of the information may not be current. If you would like a copy of this sent to you, contact a Reader Advisor.

Collection News

Lots of new large print books are arriving and are too numerous to list here. Please check the online catalog for titles.

Q: I am receiving large print books from your library on an automatic monthly basis. The books seem to have been picked according to my reading interest which seems to be working well, but I have been waiting for a monthly catalog to arrive so that I can look at the different titles that might interest me. When will I get one?

A: The large print collection is a local collection and not associated with NLS; therefore does not have a catalog available. You are always welcome to call the Reader Advisors and ask if we have a particular book or author available.

Descriptive Videos:

No new titles have been added recently

Volunteer News

“Make one person happy each day and in forty years you will have made 14,600 human beings happy for a little time, at least.” —Charley Willey

Many of you are aware that the “heart” of CTBL is the mailroom. That is where every book, whether recorded cassette, Braille or large print is processed and sent out and each book returned is inspected and made ready for the next reader.

What you may not be aware of is the group of dedicated volunteers who work alongside the regular staff to help get the out-going mail ready and inspect and rewind tapes returned in the daily mail. Many of these volunteers are long-time members of the TelecomPioneers who have formed the core of our volunteer program for more than forty years.

Our thanks go to each of you for helping make our Patrons happy when the books go out!

Dean Cook (1998)

Bob Levy (2000)

Veralyne Fenty (1997)

Stuart Noyes (1999)

Tom Holland (1997)

Frank Peters (1995)

Mickey James (1991)

Jackie Rodeman (1998)

Joan Levy (2000)

Mary Rossi (1995)

Tech Talk

This spring CTBL took a giant leap in the technology universe by upgrading the server and software for our Library Automation System. What this means to you is that we now have more bells and whistles to customize your services both online as well as when you call and speak with a Reader Advisor.

One new feature is that you and the Reader Advisors can now search for a book by a specific Narrator. Also, if there is a particular Narrator that you just don't care for, we can now exclude them from your profile.

We have also re-vamped the very outdated "Subject Codes" list. So if you have the computer select books for you, please take a peek at some of the new and exciting categories that are available to you.

Q: I'd like to order books online, but the computer says I need a password. How can I set one up?

A: Call a Reader Advisor who will set up a password for you. You can choose what you'd like to use, but it needs to be between 6 and 8 characters, alpha or numeric, and the letters need to be in lower case. Once you have a password, you can change it online yourself if you would like.

**CTBL will be closed on the following days in 2005 and 2006:
November 24th and 25th, December 23rd and 26th,
January 2nd and 16th**

Mailroom News—Braille Collapsible Boxes

We have a shortage of the Braille collapsible boxes and request patrons who have extras to send them back to the library. Also please return Braille and large-print books in the way they were received. Putting too many large print books, machines or tape boxes into the Braille box makes the box too heavy and has caused hand injuries of the staff.

We had 3000 boxes and are now down to 100. We will have to go back to using the old heavier boxes when we run out and we know the patrons don't like the old boxes. So please help us but checking around and sending back the extra Braille collapsible boxes you might have.

Summer Reading Program Completed

CTBL's summer reading program concluded on August 15th with a total of 47 students enrolled. "Dragons, Dreams, and Daring Deed" was this year's theme for participating summer reading programs throughout the country. Prizes of gift certificates to the students favorite ice cream or pizza place were awarded to participants based on the number of hours of weekly reading. Grand prize winner and total number of hours read will be reported in the Winter issue of CTBL News.

Contributors to The Friends of the Colorado Talking Book Library and The Colorado Talking Book Library

We gratefully acknowledge those who made donations from June of 2004 to June of 2005. Thank you for your support.

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