

# *Look Again*

Spring/Summer 2018



**OTBS**

**Oakland Talking Book Service @ RHPL**

## **Go Go Grandparent**

Go Go Grandparent is a new service available for individuals uncomfortable with or unable to see or use a smartphone. Founded by Justin Boogaard, a millennial interested in helping his grandmother become more independent, Go Go Grandparent connects potential riders with Uber and Lyft drivers using a touch tone phone. The service is available 24/7 in any city using Uber and/or Lyft. To sign up or learn more, visit [gogograndparent.com](http://gogograndparent.com) or call 1-855-464-6872.

## **Special Reminder**

Please be sure to paste an address label or write your name and address on order forms and correspondence you send to OTBS. Occasionally, we receive someone's order list without identifying information on it. Also, it is good to know that order forms can be sent for free via the United States Postal Service by writing FREE MATTER FOR THE BLIND OR HANDICAPPED in the spot where you would normally affix a stamp.





## Words About OTBS

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Every now and again, we get some kind words about OTBS that stand out and we'd like to share some of them with you, our reader:

"Thank you for your kind phone call on how this service works and the promptness of getting us started." -Pam J.

"Thank you so much for lending out the Ruby magnifier...A miracle, it did help me and how wonderful it is to be able to read a phone number and my medication containers... hope the snow is not getting you down." -Pauline S.

"My grandfather is 99 years old and will be turning 100 this March. He has macular degeneration and has been enrolled in OTBS for a few years now, this service has brought him much joy." -Tracy S.

"What a surprise-someone had sent me this wonderful memoir about Linda Ronstadt! I recently moved to Michigan from S. Carolina. The talking book staff handled this transition with ease." -Mary Jane M.

### **A Word from Rochester Hills Public Library's Director**

Last October, the Oakland Talking Book Service at the Rochester Hills Public Library (OTBS@RHPL) celebrated its fifth year of service to Oakland County residents with vision or physical challenges. Prior to 2012, the Oakland County Government provided the National Library talking book Service (NLS) at its Pontiac location.

There certainly have been changes in the service since it came to our library. Because we are a public library, and not part of county government, we have more public service hours available to serve you. Our staff is here from 9 a.m. to 9 p.m., Monday through Thursday, from 9 a.m. to 6 p.m. on Fridays and Saturdays and from 1 to 6 p.m. on Sundays during

the school year. Our librarians can help you select your next great read, change the parameters on your account, train you to use new technology or adapt your current devices to your current needs.

For the second time in the last five years, we are conducting a customer service satisfaction survey. I hope you will take the time to complete the survey so we can more clearly focus our efforts on services you need or want. We need your input! It does not take that long to complete and it really helps us better meet your needs.

*Library Director  
Christine Lind Hage*



# OTBS Survey

Our goal at OTBS@RHPL is to provide you with excellent service. Please complete and return this anonymous survey before March 30, 2018 and let us know what you think. Thank you for your input! You may:

- Complete the survey and fold it in half so the return address and free postage mark appear at the front of the fold. The survey can then be mailed as postage is already paid.
- Complete the survey over the phone by calling 248-650-7150 or toll free at 1-800-774-4542
- Complete the survey online at: [otbs.rhpl.org/survey](http://otbs.rhpl.org/survey)

1. How did you learn about the Oakland Talking Book Service (OTBS)? Check all that apply.

- |                                                     |                                                                    |
|-----------------------------------------------------|--------------------------------------------------------------------|
| <input type="checkbox"/> Friend or family member    | <input type="checkbox"/> Senior residence staff person             |
| <input type="checkbox"/> Physician                  | <input type="checkbox"/> Flyer, newsletter, or other advertisement |
| <input type="checkbox"/> Therapist or social worker | <input type="checkbox"/> Don't remember                            |
| <input type="checkbox"/> School                     | <input type="checkbox"/> Other                                     |
| <input type="checkbox"/> Senior center              |                                                                    |

2. How frequently do you call the OTBS?

- |                                  |                                   |
|----------------------------------|-----------------------------------|
| <input type="checkbox"/> Daily   | <input type="checkbox"/> Annually |
| <input type="checkbox"/> Weekly  | <input type="checkbox"/> Never    |
| <input type="checkbox"/> Monthly |                                   |

2. a. What was the purpose of your most recent call? Check all that apply.

- |                                                                               |                                                     |
|-------------------------------------------------------------------------------|-----------------------------------------------------|
| <input type="checkbox"/> Apply for service                                    | <input type="checkbox"/> Inquire about new services |
| <input type="checkbox"/> Order books, magazines, or described videos          | <input type="checkbox"/> Inquire about a program    |
| <input type="checkbox"/> Ask for recommendations on what to read or view next | <input type="checkbox"/> Make a suggestion          |
| <input type="checkbox"/> Ask about my account                                 | <input type="checkbox"/> Pleasant Conversation      |
| <input type="checkbox"/> Report a problem with the service                    | <input type="checkbox"/> Other                      |

2. b. Overall how would you rate the service you received?

- |                               |                               |                                  |                               |                                    |
|-------------------------------|-------------------------------|----------------------------------|-------------------------------|------------------------------------|
| <input type="checkbox"/> Poor | <input type="checkbox"/> Fair | <input type="checkbox"/> Neutral | <input type="checkbox"/> Good | <input type="checkbox"/> Excellent |
|-------------------------------|-------------------------------|----------------------------------|-------------------------------|------------------------------------|

2. c. If you left a voicemail, how quickly was your call returned?

- Within the hour       Same day       Next working day  
 Within a week       Never

3. How frequently do you visit the OTBS@RHPL in person?

- Weekly       Monthly       Quarterly       Yearly       Never

3. a. What was the purpose of your most recent visit? Check all that apply.

- Apply for service       Report a problem with the service  
 Use the assistive technology computers       Inquire about new services or programs  
 Attend a program       Make a suggestion  
 Other

3. b. How would you rate the service you received in person?

- Poor       Fair       Neutral       Good       Excellent

4. When you receive an OTBS newsletter, do you read it?

- Yes       Sometimes       No       I do not receive OTBS newsletters

5. Are you able to read large print?

- Yes       Sometimes       It depends on how large and/or the contrast  
 No, but I have someone available to read printed items to me       No

5. a. Are you aware that as an OTBS patron, you are also eligible to receive Large Print Books-By-Mail as Free Matter for the Blind?

- Yes       No

5. b. If you have used the service, how would you rate your experience?

- Poor       Fair       Neutral       Good       Excellent

6. Do you know that downloading books and magazines from the Braille and Audio Reading Download service is available to you?

- Yes       No

6. a. If you have downloaded from BARD, how would you rate your experience with the service?

- Poor       Fair       Neutral       Good       Excellent

6. b. If you have not used BARD, please explain why. Check all that apply.

- No access to a high speed Internet connection
- Do not use computers or e-mail services
- Prefer to get books through the mail

7. Are you aware that OTBS offers training and/or assistance in using assistive technology?

- Yes
- No

7. a. Have you ever received assistive technology assistance or training through the OTBS?

- Yes
- No

7. b. If yes, how would you rate your experience with the training service?

- Poor
- Fair
- Neutral
- Good
- Excellent

8. Have you or a family member ever visited the OTBS website?

- Yes
- No

9. How would you rate your overall experience with OTBS@RHPL?

- Poor
- Fair
- Neutral
- Good
- Excellent

10. Would you recommend OTBS services to friends and family members?

- Yes
- No

11. If you were to attend a program at the Library, what days and times would be most convenient? Check all that apply.

- Weekday mornings
- Weekend mornings
- Weekday afternoons
- Weekend afternoons
- Weekday evenings
- I am unable to come to the library

12. Comments and Suggestions

NAME (Optional):

PHONE NUMBER (Optional):

EMAIL (Optional):





Oakland Talking Book Service @ RHPL  
Rochester Hills Public Library  
500 Olde Towne Road • Rochester, MI 48307

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FOR THE BLIND  
AND HANDICAPPED**

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Rochester, MI 48307

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Please fold and staple before mailing

## Senior Centers

Because helping as many people as possible who are in need of this service is important to us, we are trying to spread the word about everything that the Oakland Talking Book Service can do for those who qualify. Towards that effort, OTBS staff contacted and sent informational packets to approximately twenty-five senior centers in Oakland County in 2017. The OTBS informational packets contained marketing materials

such as posters and NLS pamphlets along with applications to provide information to people who qualify for our services and to the people who assist them.

If you know someone who could benefit from this service, please let them know about us. You can reach the Outreach Reference Desk at 248-650-7150, Jennifer at 248-650-5680, or Michelle at 248-650-5681 or visit [rhpl.org/otbs/](http://rhpl.org/otbs/) to answer any further questions you have about this service.

## Support OTBS

Gifts to OTBS are deductible on your federal and state income tax forms to the extent allowable by the law. If you would like more information about how to support OTBS, we invite you to contact us so we can explain the many benefits and strategies for making donations. We wish to thank the following people for their generous gifts to OTBS during 2017.

A Special Thank you to Our Donors:

***Dr. Rose Marie Schmidt***

***Grace Brickner***

***Teresa McMahon***

***Ruth Henke***

## Metro Blind Bowlers

Metro Blind Bowlers is a bowling league for blind, partially blind, and sighted bowlers. They bowl at Merri-Bowl Lanes, 30950 Five Mile Road in Livonia every other Saturday beginning at 3:30 p.m.

Handrails are set up that run from the ball return to the foul line to provide guidance for the bowlers. Bowlers of all skill levels are welcome, as the league is fun and provides physical and social opportunities for the blind and visually impaired.

The Metro Blind Bowlers will be hosting the 61st Annual Michigan Blind Bowling Association state tournament at Merri-Bowl Lanes this May. Anyone interested in bowling on a blind bowling league can contact Walter at 248-227-7094.



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### ***Look Again:***

News from OTBS is also available in Braille by request. The current version of the publication can be found at [otbs.rhpl.org](http://otbs.rhpl.org). Connect with us on Facebook at [rhpl.org/otbsatrhpl](http://rhpl.org/otbsatrhpl)

### **OTBS Hours**

Monday -Thursday..... 9 a.m.-9 p.m.  
Friday & Saturday..... 9 a.m. -6 p.m.  
Sunday..... 1-6 p.m.

### **OTBS Closings**

April 1 ..... Easter  
May 13 .....Mother’s Day  
May 26-28 .....Memorial Day



**1-800-774-4542 or 248-650-7150**

**[outreach@rhpl.org](mailto:outreach@rhpl.org)**

**Visit us at: [otbs.rhpl.org](http://otbs.rhpl.org)**