

**READS Online Survey**  
**October 2008**  
 411 Responses

1. What is your age?

	Response %	Response Count
Under 18	3.4 %	14
18 – 24	2.7 %	11
25 – 34	16.2 %	66
35 – 44	22.1 %	90
45 – 54	<b>25.6 %</b>	<b>104</b>
55 – 64	22.9 %	93
65 and above	7.1 %	29

2. What is your gender?

	Response %	Response Count
Male	21.5 %	87
Female	<b>78.5 %</b>	<b>318</b>

3. Do you also use the Library for the Blind and Physically Handicapped?

	Response %	Response Count
Yes	3.7 %	15
No	<b>96.3 %</b>	<b>389</b>

4. What type of Internet connection do you have?

	Response %	Response Count
Dial-up	4.7 %	19
DSL	41.6 %	168
Cable modem	<b>44.3 %</b>	<b>179</b>
T-1	3.7 %	15
Satellite	4.0 %	16
Mobil Broadband	4.2 %	17
Other	1.2 %	5

5. What format do you typically use in READS:

	Response %	Response Count
Audiobooks	<b>65.7 %</b>	<b>260</b>
Ebooks	9.3 %	37
I use both	25.0 %	99

6. Do you listen to READS audiobooks mostly on:

	Response %	Response Count
Computer	25.5 %	99
MP3 player	<b>59.6 %</b>	<b>236</b>
PDA	2.0 %	8
CD	7.1 %	28
Not applicable	6.3 %	25

7. Do you view READS ebooks mostly on:

	Response %	Response Count
Computer/laptop	<b>47.3 %</b>	<b>184</b>
PDA	4.6 %	18
Ebook reader	0.8 %	3
Not applicable, I don't use ebooks	47.3 %	184

8. Where did you learn about READS?

	Response %	Response Count
Public Library staff member	<b>41.0 %</b>	<b>163</b>
School Library staff member	0.5 %	2
Teacher	0.8 %	3
A friend	14.6 %	58
Publicity materials from library	17.8 %	71
Found on my own	17.1 %	68
Other	8.3 %	33

9. How long do you use the materials you check out from READS?

	Response %	Response Count
Only long enough to burn to CD or transfer to a player/device	<b>35.5 %</b>	<b>140</b>
A few days	23.9 %	94
One week	12.4 %	49
Full loan period	32.7 %	129
I don't finish before they expire and I have to check out again	4.8 %	19

10. What subjects would you like to see more of? (Choose all that apply.)

	Response %	Response Count
Biography	15.7 %	61
Business	5.4 %	21
Childrens	7.7 %	30
Christian Fiction	23.7 %	92
Classics	17.0 %	66
Fiction	49.4 %	192
How-to/Instructional	15.7 %	61
Mystery/Suspense	<b>59.1 %</b>	<b>230</b>
Non-Fiction	13.1 %	51
Romance	32.4 %	126
Science Fiction/Fantasy	31.9 %	124
Spanish language	1.8 %	7
Young Adult/Teen	16.5 %	64
Other	15.7 %	61

11. If we provided ebooks in the Mobipocket format, would you use them?

	Response %	Response Count
Yes	23.5 %	86
No	<b>47.8 %</b>	<b>175</b>
Other	28.7 %	105

12. Will you use the ebook/eaudio service again?

	Response %	Response Count
Yes	<b>99.2 %</b>	<b>394</b>
No	0.8 %	3

## **Questions from Survey Responders**

### **1. Why can't I return my audiobooks early?**

Publisher licensing agreements prohibit us from allowing early returns of audiobooks. Our only option is to shorten the lending period. However, as the survey revealed, 36% of READS customers use the materials for the entire loan period so we don't feel we can shorten the lending period below 14 days.

### **2. I would like to suggest a title to be added to READS. Is there some way to do that?**

In response to many similar requests in the survey, an email link to suggest titles has been added to the READS homepage. Look on the lower left-hand side of the page to find the link.

### **3. The hold list for some titles is very long. Can't you buy more copies?**

We wish we could! Unfortunately the budget for READS materials is extremely limited. In an effort to meet the needs of the greatest number of READS users we try to maintain a balance between buying multiple copies of a few titles and single copies of a variety of titles. The situation is worse this year because the READS budget was cut almost 90% due to the State's financial problems. We hope the situation will improve in FY 2009/10.

### **4. Is there any way to limit the search on the READS website to available copies only?**

Yes. On both the Basic search box on the READS homepage and on the Advance Search screen there is an option you can checkmark to search available copies only. Using this feature makes it much easier to find books that are currently "in" at the READS website.

### **5. I have some favorite audiobook narrators. Is there any way to search for audiobooks read by certain narrators?**

Yes. The author search option includes both authors and narrators. In the Basic search box on the READS homepage type the narrators name and choose "author", then Go. For example, a search for Simon Vance brings up a list of 65 titles read by this Golden Voice Award winner.

## **6. Some authors publish in series. Why don't you have all the titles in a series?**

We try to purchase all the titles in a series but this isn't always possible. The digital download format is still relatively new in the audiobook/ebook world and some publishers are not releasing all series titles in these formats. This is especially the case for older titles. If you notice that a series is missing a title, please send us an email reminder via the "Suggest a Purchase" link on the READS homepage. We will check to see if the title is available in the digital download format and let you know if we are able to add it to the READS collection.

## **7. Why can't all audiobooks be burned to CD?**

The audiobook publisher decides if a book can be burned to CD. If a publisher allows it, the option is offered on READS. If the publisher doesn't allow we must follow copyright law and prohibit the Burn to CD option.

## **8. I'm having a problem with my digital audiobook/ebook. Is there some way I can get help with this?**

Yes. Many solutions to common problems with digital books can be found on the Help pages at the READS website. If you don't find an answer on the Help pages you can send email questions to [reads.tsla@state.tn.us](mailto:reads.tsla@state.tn.us)