

Braille and Talking Book Library Provides 549% Return on Investment

A "Return on Investment Analysis" done by CSACO (Community Services Analysis LLC) showed that the return on state dollars invested in the Braille and Talking Book Library was 549%. Published sources and surveys of local costs were used to determine what the cost would be to patrons if they had to purchase the specialized media, equipment, new technologies and community services provided by the library.

One example includes audio books: through Greater Phoenix Digital Library and the National Library Service BARD (Braille and Audio Recording Download) sites, patrons have access to *free* download of over 60,000 titles.

Other return on investment facts for FY 2008.

- Registered 1,363 new patrons for library service
- Provided service to a total of 12,558 library patrons and institutions
- Registered 138 new Newsline® users, 16 Web-Braille users, 46 NLS BARD users and 188 Greater Phoenix Digital Library users
- Added 19 new volunteers
- Received 38,714 NFB Newsline® calls and emails (newspapers by phone)
- Circulated 395,359 items (books, magazines, videos, machines & accessories)
- Produced 15 new and 3 updated bibliographies
- Volunteers repaired 3,282 talking book machines and 1,750 amp boards
- Staff and volunteers repaired 9,794 cassette books
- Catalogued 2,201 new titles
- Answered a total of 87,449 questions and requests for service
- Participated in 85 public education activities with 2,563 program attendees
- Made 25,222 cassette duplicates (books, magazines, special projects)
- Added 46 local cassette books (AZCs) recorded by volunteers
- Volunteers recorded 83 other projects that include all issues of 11 magazines
- Volunteers donated 19,268 hours for a value to the State of \$398,235