

2025

REPORT ON CUSTOMER SERVICE



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Executive Summary

Over 93 percent of responding customers receiving services provided by the Texas State Library and Archives Commission during Fiscal Year 2025 (FY 25) indicated overall satisfaction with the services received. Based on all responses to the eight mandatory customer satisfaction survey questions, 91.1 percent of questions with a response provided indicated either satisfied (4) or very satisfied (5) on a 5-point scale; another 5.69 percent indicated neutral (3); and 4.49% indicated either dissatisfied (2) or very dissatisfied (1). For the purposes of this report, responses indicating neutral were considered unsatisfied.

The customer satisfaction responses reflected in this Fiscal Year 2025 Customer Satisfaction Report were collected as part of the standard, ongoing evaluation of agency services in place on September 1, 2024. All programs surveyed on perceptions relating to the agency's facilities, staff, communications, Internet site, complaint-handling process, service timeliness and printed information, while some included program specific questions in addition to the mandatory questions. Summary information on the survey data for the agency follows this Executive Summary, and details on responses for each of the eight mandatory questions, by program division, is provided in Appendix A at the end of this report.

The agency surveyed 20,870 of the more than 22.8 million entities and individual customers served during FY 25. The number of surveys distributed in FY 25 increased by more than 6,000 over FY 23. Most surveys were deployed after the end of the fiscal year, and FY 25 demonstrates that response rates tend to drop as customers often don't recognize the benefit of providing feedback if there has been a significant lag between when the service was received and when the survey was received. The agency's response rate dropped again from 10.34 percent in FY 23 to 6.55 percent in FY 25.

The agency received 1,368 surveys with responses indicated on one or more of the eight mandatory questions. Of the total 10,944 individual questions receiving a response, 6,505 (91.1 percent) received satisfactory ratings (a 4 or 5) with only 634 (8.9 percent) responses indicating the responding customer was unsatisfied (a 1, 2, or 3).

Based on comments received on the survey responses, many customers noted they either could not recall receiving services or could not recall the services they received. As a result, customers often left responses blank or responded Not Applicable (N/A) on one or more of the mandatory questions, accounting for 34.77 percent blank or N/A responses on the surveys returned. Others simply selected the center, or "Neutral" response (3). The "Neutral" responses were considered "not satisfied" for the purposes of this report, while the blank and N/A responses were not included in satisfaction calculations.

The agency received 134 suggestions for improvement and another 102 complaints or negative comments on services received. In addition, respondents submitted 287 compliments for services received during FY 25. Some respondents provided comments on multiple questions and often complaints, compliments, and suggestions within a single comment. For the percentage of respondents offering suggestions for improvement, it would average 9.1 percent of the customers responding if each suggestion was made by a different customer. The number of respondents identifying ways to improve services was down in all divisions.

The cost per survey dropped 78 percent, from \$0.42 in FY 23 to \$0.24 in FY 25. This is primarily due to the fact that divisions used online tool to distribute and collect surveys. The tool was also able to automatically compile responses, saving significant staff time. In this calculation, the agency includes staff costs associated with conducting and evaluating customer satisfaction survey results in addition to costs for the survey tool. Responses are compiled from data collected across multiple divisions and media platforms to ensure compliance with state requirements, but costs are expected to remain low in the future as we no longer conduct paper surveys.

During FY 25, we asked the mandatory questions with fewer additional questions in hopes of garnering a higher number of customer responses. Below are summaries of the agency-level responses to the eight mandatory survey questions.

1. How satisfied are you with the agency's facilities, including your ability to access the agency, the office locations, signs, and cleanliness? **89.4% Satisfied; 10.6% Unsatisfied**
2. How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability? **94.1% Satisfied; 5.9% Unsatisfied**
3. How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications? **93.1% Satisfied; 6.9% Unsatisfied**
4. How satisfied are you with the agency's Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain? **86.5% Satisfied; 13.5% Unsatisfied**
5. How satisfied are you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely? **84.0% Satisfied; 17.25% Unsatisfied**
6. How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person? **92.1% Satisfied; 7.9% Unsatisfied**
7. How satisfied are you with any agency brochures or other printed information, including the accuracy of that information? **91.2% Satisfied; 8.8% Unsatisfied**
8. Please rate your overall satisfaction with the agency. **93.1% Satisfied; 6.9% Unsatisfied**

As in previous years, scores remain satisfactory across the board. In addition, we received many constructive and relevant suggestions from customers relating to system improvements and processes that can easily be addressed.

As the agency improves and upgrades existing systems and implements additional user-friendly and transparent processes, some customers will lament the “old ways” and express resistance to change, as demonstrated by some of the comments listed in Appendix B of the full report posted on the agency’s website. The comments were omitted for this report as part of the agency’s Strategic Plan submission due to the length of the attachment, but are included in full at the end of this report posted on the agency’s website.

2025 Inventory of External Customers

Strategy	Entity and Customer Groups	Est. Pop. Size	Entity Numbers
A.2.1	Texans eligible for Talking Book services	439,085	312*
	*Includes nursing homes; excludes public		
A.1.1	Texas public libraries		540
A.1.1	TexShare public libraries		Included above
A.1.1	Texans who may use public libraries	27,501,037	
A.1.1	Public library Resource Sharing customers		Included elsewhere
A.1.1	Staff of public libraries	7,396	
A.1.1	Public library boards & Friends officers		449
A.1.1	TexShare academic libraries		162
A.1.1	Students and faculty at Texas academic libraries		Included elsewhere
A.1.1	Staff of Texas academic libraries	6,149	
A.1.1	Libraries of clinical medicine		2
A.1.1	Students & faculty libraries of clinical medicine	6,398	
A.1.1	Staff of school libraries and other libraries	4,410	
A.1.1	K-12 public school districts		1,207
A.1.1	K-12 public school faculty and students		Included elsewhere
B.1.1	Texas journalists		Included elsewhere
B.1.1	Texas lawyers		Included elsewhere
B.1.1	Texas writers		Included elsewhere
B.1.1	Texas state agency libraries		9**
B.1.1	Texas state agency employees	358,442	
B.1.1	Texas historical and genealogical societies		187
B.1.1	Genealogists		Included elsewhere
B.1.1	Local historians		Included elsewhere
B.1.1	Texas grade school students (4th– 8th grade)		Included elsewhere
B.1.1	Texas high school students (all levels)		Included elsewhere
B.1.1	Texas college students (all levels)		Included elsewhere
	** Subset of state agencies reported below		
C.1.1	State agencies		148
C.1.1	State agency records personnel		Included elsewhere
C.1.1	Local governments		10,590
C.1.1	Local government records personnel	31,770	
	Total	28,354,687	13,597

NOTE: Some of the persons identified in distinct customer groups above may overlap public library customers and are designated as "Included elsewhere."

The following entity and customer subsets are included in the numbers above.

Strategy	Entity and Customer Groups	Est. Pop. Size	Entity Numbers
A.1.1	TexShare public libraries		498
A.1.1	Public library Resource Sharing customers	2,486,163	
A.1.1	Students and faculty at Texas academic libraries	1,742,013	
A.1.1	K-12 public school faculty and students	5,914,255	
B.1.1	Texas journalists	2,460	
B.1.1	Texas lawyers	116,127	
B.1.1	Texas writers	1,200	
B.1.1	Genealogists	8,508,003	
B.1.1	Local historians	2,700	
B.1.1	Texas grade school students (4th– 8th grade)	2,034,214	
B.1.1	Texas high school students (all levels)	1,698,944	
B.1.1	Texas college students (all levels)	1,421,352	
C.1.1	State agency records personnel	1,110	

2025 Agency Service Descriptions

Strategy Services

- A.1.1** Services under this strategy are provided to librarians and other staff working in libraries of all types to improve services provided through local public libraries. These services include various discretionary and competitive grants, training, technical assistance, and distribution of the Texas Summer Reading program materials. The strategy provides services to both libraries and the people who use libraries through resource sharing services, including interlibrary lending for libraries and access to statewide e-resources for academic and public libraries and students of public K-12 schools. The TexShare program serves academic and public libraries; TexQuest provides resources to public K12 schools.
- A.2.1** This strategy provides books in alternative formats for those registered at any time during the fiscal year. The Talking Book Program is only authorized to serve people certified to meet the eligibility criteria specified by the Library of Congress' National Library Service Program. To be eligible, a person must be unable to read or use regular print materials as a result of temporary or permanent visual, physical, perceptual, or reading disability.
- B.1.1** The agency provides reference and information services through the Reference/ Documents collection, the Genealogy collection, and the State Archives collection in Austin and in Liberty. In this strategy, the agency provides services to a variety of researchers, including state employees, students, lawyers, journalists, and family historians.
- C.1.1** Under this strategy, the agency assists state and local governments in effectively managing their records. Agency staff provide training and technical expertise to employees of these governmental units. In addition, the agency also provides storage and imaging services to both state and local governmental entities under this strategy.

Information-Gathering Methods

Some customer satisfaction data reported here was collected during the agency's course of business and other data was collected after the conclusion of the Fiscal Year (FY) 2025.

The agency continues to administer participant evaluation forms for each significant workshop, and participants are asked questions relevant to the training materials and topics, including: "Overall I considered this workshop to be . . ." and/or "Overall I am satisfied with . . ."

The State and Local Records Management (SLRM) division surveys its customers from state agencies and local governments at the end of the second year of each biennium (FY 25). The survey asked participants to score responses using the mandatory 5-point scale, with scores of 4 and 5 considered satisfactory for the purposes of this report. Customers surveyed biennially include those registered as records management officers, elected county officials, state agency records management contacts, SLRM blog subscribers, customers of the Records Center storage and imaging services, and users of the SLRM records management system. In addition, participants of SLRM provided/co-hosted workshops, webinars or similar training events were asked to submit an evaluation of the event upon conclusion. The event surveys used the 5-point scale and were recorded and evaluated upon completion of the event to ensure suggestions for improvement were reviewed for implementation as appropriate.

The Library Development and Networking (LDN) division used an evaluation form for training sessions conducted by agency staff and contracted trainers using the mandated 5-point scale. The LDN division also surveyed academic and public libraries, and librarians of those entities, to determine satisfaction with services received from the division including the summer library reading program support, grants, resource sharing, and interlibrary loan programs.

The Talking Book Program surveyed almost 37 percent of their registered patrons at the end of the second year of the biennium and used the mandatory 5-point scale. Scores of 4 and 5 were considered satisfactory for the purpose of this report. Few patrons, if any, visited the agency's facilities, and most are unable to read standard print, so many responses to those questions were either left blank or were indicated N/A.

The Archives and Information Services staff surveys people who contacted any of the three reference units within the division for reference or research services on a single random day each month during FY 25. In addition, there is a link to the electronic survey on the agency's website, and the link is also included with each written response (email and letter) to a request for information. The surveys used the mandatory scale and questions, with an opportunity to provide additional comments including complaints or suggestions for improvement. The reference staff included the link to an online customer satisfaction survey at the end of all written replies. Additionally, staff encouraged patrons who commented on services to provide feedback using the online survey instrument.

Fiscal Year 2025 Customer Satisfaction Summary Results

Table 1: Number and Percent of Responsive Customers Satisfied Overall

Division (Strategy)	Number Not Satisfied	Number Satisfied	Total Responsive	Percent Satisfied	N/A; No Answer Provided
ARIS (B.1.1)	13	97	110	88.2%	8
LDN (A.1.1)	23	406	429	94.6%	71
SLRM (C.1.1)	26	215	241	89.2%	20
TBP (A.2.1)	25	454	479	94.8%	10
Totals	87	1,172	1,259	93.1%	109

Table 2: Percent Responsive Customers Identifying Improvements for Service Delivery

Division (Strategy)	# Responding	# Identifying	% Identifying
ARIS (B.1.1)	118	9	7.6%
LDN (A.1.2)	500	10	2.0%
SLRM (C.1.1)	261	34	13.0%
TBP (A.2.1)	489	81	16.6%
Totals	1,368	134	9.8%

Table 3: Number of Customers Surveyed Table

Division (Strategy)	# Surveyed
ARIS (B.1.1)	4,631
LDN (A.1.1)	500
SLRM (C.1.1)	6,233
TBP (A.2.1)	9,506
Totals	20,870

4: Cost per Customer Surveyed

Division (Strategy)	Estimated Cost	Unit Cost
ARIS (B.1.1)	\$541	\$0.12
LDN (A.1.1)	\$550	\$1.10
SLRM (C.1.1)	\$2,325	\$0.37
TBP (A.2.1)	\$1,521	\$0.16
Totals	\$4,937	\$0.24

Table 5: Groups and Customers Inventoried, and Customers and Entities Served

Division (Strategy)	Customer Groups Inventoried	*Number of Customers Inventoried	Number of Customers Served	Number of Customer Entities Served
ARIS (B.1.1)	11	358,442	4,483,793	0
LDN (A.1.1)	13	27,525,390	18,331,604	1,833
SLRM (C.1.1)	4	31,770	11,385	8,548
TBP (A.2.1)	1	439,085	25,692	267
Totals	29	28,354,687	22,852,474	10,648

***Note:** Agency programs may serve a single person multiple times within various customer groups and entities across divisions as the agency is unable to identify unique individuals who may have received services through many of the electronic services provided. Numbers reported here include unique customer groups inventoried that are not already counted in the number of unique customers identified in the LDN Strategy.

Customer-related Performance Measures

Outcome Measures Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received

Short Definition	This is the percentage of agency customers surveyed who indicated overall satisfaction with services received from, by or through the Texas State Library and Archives Commission, as indicated by a valid response to survey question 8.
Purpose / Importance	This is a required measure.
Source / Collection of Data	<p>All divisions that provide a direct or indirect service to individuals and/or entities in one or more of the agency's identified customer groups will solicit biennial survey responses for the purpose of this report. Divisional surveys will be designed to gather satisfaction levels on all eight of the mandatory questions identified in the Strategic Plan instructions. Only valid responses to mandatory question 8 will be considered for this measure.</p> <p>All surveys will ask the customer to indicate level of satisfaction in the form of a statement: Please rate your overall satisfaction with the agency services received. Respondents will be asked to identify the division providing the primary services evaluated for reporting results by division.</p> <p>Additional questions will be asked on the survey, but only valid responses related to overall satisfaction with the programs and services will be used to calculate the results for this measure.</p> <p>The agency will distribute a survey instrument to a portion of identifiable agency customers at the end of each odd numbered fiscal year. Each division that provides a direct service to a customer group will conduct a customer satisfaction survey at least once each biennium. Certain projects may also conduct surveys to evaluate project-specific satisfaction, but those results will be used for internal assessment and not included in this report to ensure consistency between biennia.</p>
Method of Calculation	At the conclusion of the biennial survey period, the staff member responsible for the divisional survey will submit a copy of the survey instrument and compiled responses in a standard report to the agency's customer service representative/chief operations and fiscal officer. Surveys will be on a 1 – 5 scale, with scores from 1 – 3 indicating non-satisfaction, and scores of 4 – 5 indicating satisfaction. Responses indicating N/A will not be considered satisfied nor unsatisfied, but will be counted as a responsive survey if respondent indicates responses on other survey items. This metric only applies to external customers served.
Data Limitations	Respondents that mark more than one satisfaction level on question 8 will be considered non-responsive for this question and scores will not be included for this measure.
Calculation Type	Cumulative
New Measure	Yes
Desired Performance	Higher than target

Percentage of Surveyed Customer Respondents Providing Suggestions to Improve Programs and/or Service Delivery

Short Definition	The percentage of customers surveyed who provided one or more suggestions relating to program improvement and/or improvements to services delivered by the State Library, as indicated by comments provided on any of the eight mandatory survey questions.
Purpose / Importance	This is a required measure.
Source / Collection of Data	<p>All divisions that provide a direct or indirect service to individuals and/or entities in one or more of the agency's identified customer groups will solicit biennial survey responses for the purpose of this report. Divisional surveys will be designed to allow respondents to provide suggestions or comments relating to programmatic services.</p> <p>Respondents will not be required to provide a response to other questions for the suggestion to be considered responsive to this measure. Surveys will include a statement: "I suggest the following improvements relating to the programs and/or services provided by the State Library ..." (wording may be altered to reflect the service being evaluated or provide a pre-populated list or an open-ended response opportunity).</p> <p>Only comments suggesting improvement recommendations in response to one of the eight mandatory questions will be used to calculate the score for this measure. This survey will be conducted with the same methodology specified for the previous Outcome measure.</p>
Method of Calculation	At the conclusion of each biennial survey period, the staff member responsible for the divisional survey will submit a copy of the survey instrument with compiled responses in a standard report to the agency's customer service representative/chief operations and fiscal officer. The report will indicate the total number of persons/entities surveyed, the total number of responsive surveys received, and percentage of total responsive surveys that included one or more suggestion for program/service improvement. Each response with a valid improvement suggestion will be counted. General comments about a program or service (i.e., great program; our patrons love this service, etc.) will not be counted as an improvement suggestion, nor will comments that are clearly a complaint with no recommendation for improvement or resolution of the complaint.
Data Limitations	If respondents' suggestions are not legible on paper surveys, or relevant to the agency's programs and services, these will be considered non-responsive for this measure. Paper surveys could be lost or misplaced prior to tabulation.
Calculation Type	Non-cumulative
New Measure	No
Desired Performance	Not applicable

Output Measures: Number of Customers Surveyed

Short Definition	The number of entities/individuals surveyed by the Texas State Library and Archives Commission's divisions to determine the level of satisfaction as a customer of the agency's programs and/or services.
Purpose / Importance	This is a required measure.
Source / Collection of Data	All divisions that provide a direct or indirect service to individuals and/or entities in one or more of the agency's identified customer groups will solicit biennial survey responses from all or a portion of the customers served during the biennium for the purpose of this report. This measure represents the number of biennial surveys distributed to identified individual and entity customers.
Method of Calculation	Staff in program divisions will submit reports that tabulate the number of customers provided a survey during the reporting period. These reports will be added together to compile the totals for the agency. At the conclusion of each biennial survey period, the staff member responsible for the divisional survey will submit a copy of the survey instrument and the number of survey instruments distributed, either in paper or via electronic format, in a standard report to the agency's customer service representative/chief operations and fiscal officer. The report will indicate the total number of individuals/entities to whom a survey instrument was distributed.
Data Limitations	Mail or email delivery issues may result in a customer not receiving a distributed survey. For written responses provided by the agency where links to external online surveys are provided at the bottom of the response, the individual or entity receiving the response may overlook the link or choose not to respond immediately. Divisions will make an attempt at the end of each survey period to contact either all or a specific number of randomly selected customers receiving services during the fiscal year.
Calculation Type	Cumulative
New Measure	No
Desired Performance	Higher than target

Number of Customers Served

Short Definition	The number of individuals and/or entities who received direct and/or indirect services as customers of the programs and services provided by the Texas State Library and Archives Commission.
Purpose / Importance	This is a required measure.
Source / Collection of Data	<p>All divisions that provide a direct or indirect service to individuals and/or entities in one or more of the agency's identified customer groups will collect contact information, as allowable and available, from all or a portion of the customers served during the second fiscal year of the biennium for the purpose of this report.</p> <p>Staff in program divisions will maintain a list of the individual and entity customers served in each program or service area, to the extent possible. Where programs are unable to identify an individual user (i.e., Texas Digital Archive users, e-Resource users, etc.), those programs may use industry standard methodologies for determining the number of customers served for the purpose of this report.</p>
Method of Calculation	<p>Staff in the program divisions will maintain lists or databases that identify the customers served during the survey period. Numbers of customers from each divisional report will be added together to compile the agency totals.</p> <p>At the conclusion of each biennial survey period, the staff member responsible for the divisional survey will submit a report of the number of customers served from their internal list/database, plus an estimated number of customers served using industry standard methodologies where individual customers are unobtainable, in a standard report to the agency's customer service representative/chief operations and fiscal officer. The report will indicate the total number of individuals/entities to whom the program delivered services. An individual or entity customer may be counted more than once if the customer received multiple services and/or services from more than one program or division.</p>
Data Limitations	Staff providing in-person services or assistance may find it difficult to accurately count and/or otherwise document each customer, particularly at large events for which registration is not required and for customers of information provided electronically. Many services are based on reports by third parties who receive grants or contracts from the agency. As the agency increasingly provides services electronically, and the ability to track the unique customers served, some divisions may rely on estimates determined using industry standard methodologies.
Calculation Type	Cumulative
New Measure	No
Desired Performance	Higher than target

Efficiency Measures: Cost per Customer Surveyed

Short Definition	The average cost of surveying individual and/or entity customers of the Texas State Library and Archives Commission to determine their level of satisfaction with the services provided.
Purpose / Importance	This is a required measure.
Source / Collection of Data	The "number of customers surveyed" will be determined in the Output Measure. Costs will be determined by using internal cost estimates related to printing, postage and staff time to both distribute the survey and analyze results.
Method of Calculation	The total cost of surveying customers will be determined by estimating the cost of staff time, postage, consumable supplies, and other operating costs directly associated with conducting the biennial customer surveys. Costs associated with overhead or equipment will not be included. The total costs will be divided by the total number of customers surveyed both within a particular division, with a total for the agency.
Data Limitations	Estimates of costs may be used.
Calculation Type	Non-cumulative
New Measure	No
Desired Performance	Lower than target

Explanatory Measures: Number Of Customers Identified

Short Definition	The total number of entities and individuals in the customer service groups inventoried by the Texas State Library and Archives Commission; some individual and entity customers may fall into multiple customer groups.
Purpose / Importance	This is a required measure.
Source / Collection of Data	Agency staff will inventory all groups of customers that may reasonably have individual or entity customers to whom the agency targets its programs and/or services. Using available and current sources, staff will calculate the estimated number of individual and entity customers in each group. Overlapping customer bases will be noted, and efforts made to not duplicate within the inventory.
Method of Calculation	All individual and entity members will be added together to compute the total number of customers to whom the agency targets its services. Individual and entity members that may be in one or more group will only be counted once under this measure.
Data Limitations	Individuals and entities who fall into two or more customer groups will be counted no more than once for the purposes of identifying and inventorying potential agency customers. Estimates may be used to determine the number of customers in some groups.
Calculation Type	Cumulative
New Measure	No
Desired Performance	Not Applicable

Number of Customer Groups Inventoried

Short Definition	This is the total number of potential customer groups of the Texas State Library and Archives Commission.
Purpose / Importance	This is a required measure.
Source / Collection of Data	Staff will identify all groups of customers that have a reasonable potential of being a customer group to whom the agency targets its services.
Method of Calculation	All groups will be added together to identify the total number of customer groups to whom the agency targets its services.
Data Limitations	Customer service groups may not be clearly or cleanly identifiable, and population growth variables across the state make it difficult to have accurate numbers for each group. Individual and group entities may also be members of multiple groups.
Calculation Type	Cumulative
New Measure	No
Desired Performance	Not Applicable

APPENDIX A

2025 Customer Survey Responses

1. How satisfied are you with the agency's facilities, including your ability to access the agency, the office locations, signs, and cleanliness?

Scale Description	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Number Response	N/A or No Response	Number Satisfied	Percent Satisfied	Number Unsatisfied	Percent Unsatisfied
Scale	1	2	3	4	5						
A.1.1 LDN	0	2	14	37	97	150	350	134	89.3%	16	10.7%
A.1.2 TBP	4	2	10	23	160	199	290	183	92.0%	16	8.0%
B.1.1 ARIS	5	0	3	4	56	68	50	60	88.2%	8	11.8%
C.1.1 SLRM	3	0	13	33	64	113	148	97	85.8%	16	14.2%
Average	3.00	1.00	10.00	24.25	94.25	132.50	209.50	118.50	89.4%	14.00	10.6%

2. How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability?

Scale Description	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Number Response	N/A or No Response	Number Satisfied	Percent Satisfied	Number Unsatisfied	Percent Unsatisfied
Scale	1	2	3	4	5						
A.1.1 LDN	1	1	9	52	222	285	215	274	96.1%	11	3.9%
A.1.2 TBP	5	2	7	50	330	394	95	380	96.4%	14	3.6%
B.1.1 ARIS	8	0	0	5	78	91	27	83	91.2%	8	8.8%
C.1.1 SLRM	4	4	15	40	124	187	74	164	87.7%	23	12.3%
Average	4.50	1.75	7.75	36.75	188.50	239.25	102.75	225.25	94.1%	14.00	5.9%

3. How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?

Scale Description	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Number Response	N/A or No Response	Number Satisfied	Percent Satisfied	Number Unsatisfied	Percent Unsatisfied
Scale	1	2	3	4	5						
A.1.1 LDN	2	2	15	79	251	349	151	330	94.6%	19	5.4%
A.1.2 TBP	5	4	10	56	376	451	38	432	95.8%	19	4.2%
B.1.1 ARIS	8	0	0	5	78	91	27	83	91.2%	8	8.8%
C.1.1 SLRM	6	4	19	55	119	203	58	174	85.7%	29	14.3%
Average	5.25	2.50	11.00	48.75	206.00	273.50	68.50	254.75	93.1%	18.75	6.9%

4. How satisfied are you with the agency's Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?

Scale Description	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Number Response	N/A or No Response	Number Satisfied	Percent Satisfied	Number Unsatisfied	Percent Unsatisfied
Scale	1	2	3	4	5						
A.1.1 LDN	5	3	42	128	243	421	79	371	88.1%	50	11.9%
A.1.2 TBP	6	10	20	56	184	276	213	240	87.0%	36	13.0%
B.1.1 ARIS	7	0	13	15	62	97	21	77	79.4%	20	20.6%
C.1.1 SLRM	5	6	21	60	136	228	33	196	86.0%	32	14.0%
Average	5.75	4.75	24.00	64.75	156.25	255.50	86.50	221.00	86.5%	34.50	13.5%

5. How satisfied are you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?

Scale Description	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Number Response	N/A or No Response	Number Satisfied	Percent Satisfied	Number Unsatisfied	Percent Unsatisfied
Scale	1	2	3	4	5						
A.1.1 LDN	2	1	13	34	85	135	365	119	88.1%	16	11.9%
A.1.2 TBP	4	5	20	34	136	199	290	170	85.4%	29	14.6%
B.1.1 ARIS	5	0	2	3	19	29	89	22	75.9%	7	24.1%
C.1.1 SLRM	2	0	15	18	34	69	192	52	75.4%	17	24.6%
Average	3.25	1.50	12.50	22.25	68.50	108.00	234.00	90.75	84.0%	17.25	16.0%

6. How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person?

Scale Description	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Number Response	N/A or No Response	Number Satisfied	Percent Satisfied	Number Unsatisfied	Percent Unsatisfied
Scale	1	2	3	4	5						
A.1.1 LDN	2	2	13	90	244	351	149	334	95.2%	17	4.8%
A.1.2 TBP	5	3	9	49	290	356	133	339	95.2%	17	4.8%
B.1.1 ARIS	7	2	4	15	73	101	17	88	87.1%	13	12.9%
C.1.1 SLRM	5	5	20	46	94	170	91	140	82.4%	30	17.6%
Average	4.75	3.00	11.50	50.00	175.25	244.50	97.50	225.25	92.1%	19.25	7.9%

7. How satisfied are you with any agency brochures or other printed information, including the accuracy of that information?

Scale Description	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Number Response	N/A or No Response	Number Satisfied	Percent Satisfied	Number Unsatisfied	Percent Unsatisfied
Scale	1	2	3	4	5						
A.1.1 LDN	4	0	16	83	199	302	198	282	93.4%	20	6.6%
A.1.2 TBP	5	2	20	70	258	355	134	328	92.4%	27	7.6%
B.1.1 ARIS	5	2	2	2	30	41	77	32	78.0%	9	22.0%
C.1.1 SLRM	4	3	13	43	106	169	92	149	88.2%	20	11.8%
Average	4.50	1.75	12.75	49.50	148.25	216.75	125.25	197.75	91.2%	19.00	8.8%

8. Please rate your overall satisfaction with the agency.

Scale Description	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Number Response	N/A or No Response	Number Satisfied	Percent Satisfied	Number Unsatisfied	Percent Unsatisfied
Scale	1	2	3	4	5						
A.1.1 LDN	3	2	18	108	298	429	71	406	94.6%	23	5.4%
A.1.2 TBP	7	7	11	60	394	479	10	454	94.8%	25	5.2%
B.1.1 ARIS	8	1	4	9	88	110	8	97	88.2%	13	11.8%
C.1.1 SLRM	6	5	15	67	148	241	20	215	89.2%	26	10.8%
Average	6.00	3.75	12.00	61.00	232.00	314.75	27.25	293.00	93.1%	21.75	6.9%

APPENDIX B

Summary by Division

	Praise	Impvmnt	Complaint	N/A	Total
LDN *	89	10	31	72	202
ARIS	27	9	8	0	44
SLRM	60	34	29	43	166
TBP	111	81	34	20	246
TOTALS	287	134	102	165	658

*LDN responses included eight comments that appear to be internal agency staff responses; these are not included in the numbers above.

Notes:

LDN responses are reported by survey question. All other details were submitted for analysis without a specific question associated, though response often infers question.

SLRM had 38 comments where the respondent either answered with N/A or stated "no comments." While the numbers are included above, the actual comment lines have been excluded from the individual responses on the detail worksheet.

TBP respondents often stated "no comment," but went on to provide coments in one or more of the categories. Those are shown in the most appropriate category and only those that did not contain additional comments are included in the N/A category above.

Some respondents had complaints, praise and suggestions in a single comment submitted, so numbers reflected above include MORE than actual individual comments received.

Library Development and Networking

I: Improvement; P: Praise/Thanks; C: Complaint

1. How satisfied are you with division staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including use of name plates or tags for accountability?

P	They all do a wonderful job!
P	Sarah and Sara have been readily available to answer questions by phone & email.
P	All the staff I have interacted with are helpful and caring. They are communicative with answers and making connections to other librarians if they don't know or are not the correct person to ask.
P	TSLAC is my favorite state agency
P	Phone calls and emails I couldn't tell if they had name plates, but all emails and call do the the identify of the person
P	Ella Castro was very helpful when I asked e-records management questions. She was quick to respond and adequately answered my questions.
P	Staff are the best part of interacting with TSLAC.
P	We could not do what we do without them.
P	Your staff has always been polite, knowledgeable, and efficient
P	Good phone and email identification and courtesy, have not visited in person.
P	Christina Taylor did a wonderful job presenting at the workshop series. Sara Hayes and Sarah Hubert have always been incredibly helpful and knowledgeable.
P	Very kind and professional
P	everyone that I have worked with are always very helpful.
P	Staff have always been very helpful, clear and knowledgeable.
P	Staff are always courteous and provide me with the information I am looking for.
P	Staff is always very responsive and knowledgeable.
P	Everyone with whom I have interacted has been very helpful, professional and easy to talk with.
P	The staff always responds professionally and promptly.
P	The TSLAC staff is honestly the most helpful and most kind team. I feel grateful to all of them!
P	The ILL staff in particular has been very helpful!
P	Staff are knowledgeable and helpful. They identify themselves clearly.
N/A	Regarding trainings online and in person at locations in Texas.
N/A	Never met them
N/A	I have not been there.
N/A	Never visit in person.
N/A	Have never visited facilities in person (N/A)
N/A	Online, zoom and webinars only
N/A	I have not been to the physical location.
N/A	Same as Number 1

N/A I am not aware or familiar with the staff ..I am sure they are friendly and knowledgeable !

Staff Division staff that come from other departments we are familiar with and they always announce who they are at all times! Very Professional!

2. How satisfied are you with division communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and applicable text messaging or mobile applications?

C Communication with the LDN team has not been up to par. The staff should follow up on emails/phone calls within 24-48 hours or establish an expectation. It is frustrating when you are trying to follow the details of a grant and have to follow up multiple times to get an answer. I understand that all of the external factors have had an impact but expectations should be shared so we know what to expect.

C There are times that it is hard to speak to someone on the phone.

P Responses are prompt and succinct, no complaints.

P I am so appreciative knowing that TSLAC is so helpful and readily available. It makes what we do better.

P I was able to leave a message and got a response fairly quickly.

P Good communication.

P Sara H. has been very helpful with the Interlibrary Loan program over the years.

P Again, Sarah Hubert, Sara Hayes and Karen McElfresh have been incredibly open, receptive and useful for troubleshooting various issues while transitioning to new platforms.

P No trouble with any communication

P Very responsive

P While sometimes I have had to be referred to different ones to get to the correct place, I have always received responses in a time professional manner.

P Staff members are good about getting back to me.

P ALWAYS answer, respond, or take action within the same day (or at least within 24 hours if it's late in the day.)

P pretty quick and helpful when we do send them emails

P Communications are timely.

P They always answer my emails promptly.

N/A No experience this year

N/A Never called (that I can remember). Only been the director since the beginning of the year.

N/A In our department , we deal with a lot of faxes and scans , making copies for the patrons and laminating as well .. Along with the normal transaction of checking in and out of the books, filing of the books , repairing of the books and also processing them.

3. How satisfied are you with the division's Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?

- C Accessing the division is rather easy , but it's all the information . If i need information to a certain topic, there are several venues to go to . When all I need is the one!
- C Cannot always find info easily.
- C hard for me to navigate and knowing what you call things and what I call things can be a language barrier. wish there was management training again
- C I appreciate all the information provided. However, it is a lot of information to sift through.
- C I feel like the arrangement could be better, and the site could use updating. It feels old and a bit clunky. But it does work and supply needed information, which is why I gave a score of 4.
- C It can be a bit tricky sometimes finding where you need to go.
- C Not user friendly
- C Occasionally, it is a little cumbersome to drill down to what you need, but there is so much information on the site.
- C Once I figured out how to navigate the site, it is very imformative
- C Overwhelming at times, feels overloaded.
- C Site has so much text and links, it gets confusing pretty quickly if you don't know what you are looking for.
- C Some information is hard to find.
- C Sometimes it is hard to locate information, or know which pages to go to for lists such as databases licensed through the TexShare program, or lists of libraries in membership.
- C Sometimes it's a little hard to find what I am needing/looking for
- C The LDN department pages are not easily distinguishable. They get lost with all the other links, which makes it difficult to know when/if you're looking at a link for one of LDN's departments. Also, it's very difficult to find the links to the blogs and newsletters. You have to hunt for these and if you don't know about them, you'll miss them on the site. Also, the interface is ugly and it looks outdated.
- C P I Sometimes I find it difficult to navigate the database to find what I am looking for. However, I will eventually find it! Overall, I am satisfied with the database, but perhaps additional tags can be added to certain items.
- I Some other state agencies need to visit your website to see what resources are needed.
- I Appearance is dated, site is challenging to navigate, layout could possibly use some updating.
- I I would like to see more timely updates to information.
- I may need more in depth information in certain areas! otherwise , all is good !
- P The site is intuitive and well maintained.
- P Easy to access website, and very informative information.
- P Well organized and intuitive.
- P While the site have plenty to navigate I appreciate all of the information provided.
- P The site is easy to navigate. I have not encountered any issues.

P Great tool, tons of resources, and well organized.

P Ease of use of this site is great! Access to the site is great ! I have not used the mobile access so I cannot say how that is. All other information is great!

P An outstanding example of how to present info. Much better than the Galileo site from UGA.

N/A I have say one way or another.

Staff it is easy for us to bring attention to co-workers about something that is not working . We can for IT dept create a ticket and are given a response in a timely manner and problems are solved!

Staff seldom do we loose internet services , but when we do it is not for long , unless the IT department has contacted us and notified us of them working on the internet... the one thing I will say is we do struggle to get emails from patrons and that is an inconvenience.

4. How satisfied are you with the division's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?

C Same comments as question #3.. Communications with the LDN team has not been up to par. The staff should follow up on emails/phone calls within 24-48 hours or establish an expectation. It is frustrating when you are trying to follow the details of a grant and have to follow up multiple times to get an answer. I understand that all of the external factors have had an impact but expectations should be shared so we know what to expect.

C I submitted my concerns regarding the TSLAC Summer Reading Program's free materials distribution process last spring, but I feel my suggestions were not taken seriously. I believe the program continues to overlook the needs of librarians who serve adult readers.

P I have never had a complaint. When I had a crisis and had less than 24 hours to get the information back to a very difficult administrator, staff stayed after 5pm to make sure I had what I needed.

P never handled any complaint . But i can see the information is easily accessible!

N/A Never have had to file a complaint

N/A Never sent one

N/A I never had an issue with staff or services

N/A Never filed a complaint.

N/A no experience because no complaints

N/A I have not had to do this.

N/A I have not filed any complaints

N/A I have not had to file a complaint for anything.

N/A I have not submitted a complaint so can't give an opinion on this topic.

N/A I don't have any complaints; they are so helpful and patient with me.

N/A I have never had a complaint.

N/A No complaints.

N/A Did not utilize the complaint process.

N/A Have not filed any complaints.

N/A Never had a complaint.

N/A Never had a complaint.

N/A Never filed a complaint. :-)

N/A Never had a complaint!

N/A I have never had to file a complaint.

N/A Never needed to file a complaint.

N/A I have never needed to file a complaint.

N/A I have not had to lodge any complaints

N/A I did not had to lodge a complaint this year.

N/A Have never had a complaint

N/A Next had a complaint

N/A I cannot say one way or another.

5. How satisfied are you with the division's ability to timely serve you, including the amount of time you wait for service?

C Responses are not timely.

C Responses are not timely.

P Very prompt.

P The staff response is always reasonably expedient

p Great staff and great service overall...well done!

P Thank you TSLAC

P Ella Castro was very helpful when I asked e-records management questions. She was quick to respond and adequately answered my questions.

P LDN is fantastic! They do a great job of keeping everyone up to date on what's going on in libraries. I get all my staff to subscribe, so they're informed of what's going on in libraries.

P Service has always been prompt & courteous.

P Not long waits, very satisfied.

P Always have a timely response to my needs

P This year I have been served without delay. The only time I have had a delay is in the past when there was a change in staff and it took some time for the next person to assist me.

P Even if it took a moment to get the final answer to what I inquired about, staff kept me informed on any delay in communications.

P Emails are responded to in a very timely manner.

P All of the staff is very knowledgeable and responsive.

P Timely delivery of ILL materials as well as EReads Texas materials.

P I never had an issue with response times!

N/A no requests, no way to have a satisfaction rating

6. Please rate your overall satisfaction with the division.

P C I Good morning, I would like to express my gratitude for the continued support the State Library provides for youth services, including the annual Youth Roundup Conference and the Family Place Libraries program. I do have one suggestion regarding future training opportunities for Family Place Libraries. For our city, the application and acceptance process requires council approval, which involves three readings and must be placed on the council agenda at least 10 days prior to a meeting. Since our council meets every two weeks, we need a minimum of two months to make sure that all paperwork is completed and approved. Due to this timeline, we were unfortunately unable to participate in the Family Place Libraries training scheduled for December. We are very sorry to have missed it, and we hope to be able to join the next training session in the coming year. Thank you again for all the support you provide! Hui Zhang
Pasadena Public Library

I As a director, I would appreciate more frequent emailed updates of library news and information that is of impact on a statewide basis.

I Like I have always been told, there is room for improvement. so I can always improve !! and there is room for growth!

I Needs more webinars for basic library management, needs and ideas.

P Any interactions with TSLAC staff, website, emails, webinars, newsletters, etc. are extremely informative, professional, timely, and helpful. TSLAC is a Texas Treasure and allows my small, rural library to offer programs, displays, and services that would otherwise be impossible. Thank you for all you do!

P Very satisfied and appreciate TSLAC

P Sarah Hubert and Sara Hayes have been a vital asset in our development of our new ILL system. They have gone above and beyond in every aspect to make sure not only our library needs are met, but ever library in the state. We are extremely grateful that they make themselves available throughout the year and provide assistance at any moment. The Division should be thankful they have them as employees and leaders in the ILL community. We will continue to remind them how grateful we are to work with them.

P Sara H. has been very quick to respond to any questions regarding the Interlibrary Loan program over the years.

P Very receptive and responsive.

P Awesome job! Great example of professionalism.

P Excellent customer service

P Webinar was easy to access, very informative and friendly. Loved how we were given sites we could use.

P The staff is very knowledgeable and responsive. I enjoy communicating with them. I can always trust they will take care of any issues or concerns.

P While I mainly use TSLAC online services, I have found them to be efficient, informative, and convenient. The digital resources meet my needs well and allow me to access services without having to visit in person.

P I am extremely satisfied with the division.

P Very satisfied!

P I have mostly interacted with Karen McElfresh and Jeremy Selvidge, and both are extremely responsive, knowledgeable, and easy to work with.

P I enjoy the webinars, and working with Sara Hayes and Sarah Hughes through phone communications. They are top notch in helping ILL's process efficiently in the state of Texas

P I hope TSLAC remains a valuable partner in the years ahead.

P I am grateful EVERY DAY for TSLAC's guidance and support. It's a wonderful resource, and I feel so lucky that it's there for us. Everyone who works there -- Valicia, Karen, Elsa, Katherine, Jeremy, the Sara(h)s, Christina, and more -- has been kind, thoughtful, and so generous with their time and expertise. Thank you so much.

P So grateful for the support we receive from TSLAC and the LDN.

P Appreciate the regular Statewide "Office Hours" over Zoom for addressing general questions and system updates.

N/A I don;t rely on your printed materials for information

Staff Very satisfied!!! we have a rather quick response from either our Director , Assistant Director , or IT if needed!

Staff Feel heard, and appreciated by those we work with. Give everyone a raise!

7. How satisfied are you with the division's facilities, including your ability to access the division, the office location, signs, and cleanliness?

C I wouldn't know where to find you in Austin, if you are in Austin.

P I haven't visited the state library in Austin in over 5 years, but when last there, I was satisfied.

P I have never been to the facilities due to living in another city, but what I see on the webinars I have attended looks nice.

P Always very neat and clean, very inviting.

P Got to visit once, it's amazing!

P Always great. And willing to review anything we point out that might need attention.

N/A Have never visited the facility.

N/A I have not been to the division's facilities in person.

N/A I have not visited the physical facilities

N/A I have not been to the physical location.

N/A I don't go to the facility, all interaction is online.

N/A I have not visited the facility.

N/A I have not accessed the LDN physically this past year.

N/A I have never been to their physical location before.

N/A Did not visit in person.

N/A I have not been there.

N/A I love my local library.

N/A I did not visit the physical address.

N/A Never been there.

N/A	Never been to your facility.
N/A	Never visit in person.
N/A	Have never visited facilities in person (N/A)
N/A	Never been in person!
N/A	I have not been.
N/A	Didn't go in person this year.
N/A	never tried, no idea
N/A	Never been there in person, only calls and email.
N/A	Use online resources only.
N/A	I'm not a certified library and have never been to your facilities.
N/A	not using the facilities
N/A	Live outside the Austin area.
N/A	Have never visited in person
N/A	Haven't been to the office.
N/A	I have not visited the facility
N/A	I have never had need to go to the facility.
STAFF	Some areas need a deep cleaning; example: spotty carpet. A lot of dusty areas.
STAFF	The divisions facilities are clearly posted and clearly stated . They are great at informing us and the Patrons!

8. How satisfied are you with any division brochures or other printed information, including the accuracy of that information?

C	Have not received any printed information (NA)
C	I have not received any.
C	Some parts seem outdated (old info)
C	There is a very limited selection of SRC materials for adults. While there are many offerings for children, there is far less available for adult participants — yet adults also appreciate being recognized and rewarded even if it is a small give away.
C	what brochures?
C	Who knew you had brochures or any printed information?
C	You have brochures and other printed information?
I	Up to date.
P	Brochures are well organized and very informative.
P	Information is valid and helpful
P	Very happy with the provided information
P	well explained!
N/A	never used any of this printed info
N/A	Only ever used online access
Staff	The divisions brochures for our facility, they are full of information. fun and we keep the public aware of the events we have for different age range of children as well as the adults!

89	Praise/Comments
10	Suggestions for Improvement
31	Complaints
72	N/A; No comments
8	Comments from Staff; excluded
202	Total Comments Received - LDN

Archives and Information Services

I: Improvement; P: Praise/Thanks; C: Complaint

8. Responses from question 8: Please enter your comments and suggestions below.

C	Have a human being get in touch with me in the future. Complicated situation. You just can't pigeonhole everyone.
C	I don't know if there is site maintenance but perhaps letting people know, patrons that the site of the Texas Digital Archive or any site, really, is down would be helpful to avoid issues. I had an assignment I was working on for that site, I am no longer using the site for it since it is not working.
C	I have no comments for improvement but I cannot really say if I am satisfied with the services until I receive the results of my request for records. I am sending in an email.
C	If someone has a question - don't send dead end links where they won't find any information. This is simply showing them the door instead of helping.
C	No notes!
C	SUPPLY PEOPLE WITH THE INFORMATION THEY REQUEST INSTEAD OF SENDING THEM ON ENDLESS USELESS HUNTING EXPEDITIONS! TERRIBLE "SERVICE"!!!!
C	user difficult
P C	thank you for responding, link, and referring me to TEA. The link has extensive information; however, have not found specific information we need. I will review information on the link further.
I	Excellent facility. Perhaps consider validating parking in visitors' garage.
I	Great archive with great materials and a speedy, helpful staff. My only suggestion is that the reading hours posted can be misleading, as the main page implies the room closes at 5:00pm, while another page says 4:45pm, while research materials are collected at 4:30pm in reality. So clarifying that could help visitors plan better.
I	If it's at all possible in future to develop a way to pay for services like image reproduction over the phone or internet, rather than mailing a check, that would be great. That said, my experience overall has been very positive and the staff who assisted me with my requests have been so helpful and responsive - I really appreciate it!
I	Interlibrary loans website/catalog/interface has room for improvement. Service from staff has always been stellar!
I	Is there a how to for dummy

- I The archives should remain open more hours daily as well as on additional Sat. Nevertheless, the archivists are wonderful.
- I Update the ILL webpage, got a bit confused about the process.
- I When responding with reference please include email or address or phone #'s
- I Only the initials were given. If s/he had given me their name, I would have gladly acknowledged their assistance in my article.
- P I My wife and I visited the archives and Peggy Price who escorted us to the flag. She asked some questions about our interest in the flag and we explained it to her. She seemed genuinely interested. We also stopped in at the library and found a couple of books that we had not seen before. We were hoping to find some information that is not online about early Texas history but we didn't seem to find anything there.
- P Best staff, always
- P Everything is great
- P Great and very quick service.
- P Great service extended by the Reference Staff, Texas State Library and Archives Commission. Please keep up the great service.
- P Great staff! Very clean and organized.
- P I always receive great service from the Archives
- P I had an excellent experience and very much appreciate the staff here! Would love 5 days a week again.
- P I just want to say that the Texas State Library and Archives Commission is a great resource, and the staff is very helpful.
- P I was extremely impressed by the commitment shown by the Research Staff in investigating my inquiry. They obviously devoted a great deal of time and effort to thoroughly investigate the matter and then provided excellent suggestions for additional resources available to me. It was gratifying indeed to interact with such knowledgeable, competent and engaged researchers! Texas is fortunate to have such dedicated personnel on the Library & Archives staff.
- P I was very pleased so far and appreciative of the help.
- P I'd like to praise Lauren Davis and other members of the archive staff for a truly seamless process. The affordability is also quite unbeatable.
- P Most of my interactions are in person. Today I was looking for a particular resource and hope to get an answer soon. Thank you.
- P None, every one was polite, respectful, and the BEST. Keep good work
- P None. Thanks y'all for y'all's help. Danke schon!
- P Not sure, but I will return. The young lady was very helpful for 11-19-24 research. Thank you.
- P Professional and helpful staff. Comfortable and quite environment conducive to research. Library's presence in an historic building and part of town make the visits enjoyable and memorable.
- P Thank you again for the prompt assistance.
- P Thank you for a prompt reply with many resources to review
- P thank you!

- P The Archives Staff at the Texas State Library and Archives Commission are top notch. They located my information and saved me a drive downtown. The link to the document was a bonus.
- P The person I spoke with was very helpful and pointed me to local sources after checking indexes.
- P The person who helped me was courteous and patient and I appreciate the effort.
- P Very helpful
- P Very helpful! Thank you.
- P Very nice! Thank you!

27	Praise/Comments
9	Suggestions for Improvement
8	Complaints
44	Total Comments Received - ARIS

State and Local Records Management

I: Improvement; P: Praise/Thanks; C: Complaint

How satisfied are you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness? I suggest the following improvements relating to the programs and/or services provided by the State Library...Other comments about TSLAC, its divisions, programs, services, or employees.

- C 1. I find the TSLAC website difficult to navigate and the search does not always produce relevant results. It is probably because there is so much there and it seems what I am looking for is not the same term used. 2. I do not think the switch to Gale in the TexShare program has been effective. They are prettier, and probably cheaper, explaining why you switched, but they do not search effectively in a discovery layer. The articles are of no value if my students cannot find them.
- C as a Records and Information Management professional, my primary concern with TSLAC is the age of the current Retention Schedules. Many notes and citations are out of date, and the communication on when updates will occur has been extremely limited or vague.
- C I am really frustrated that our team tried to talk to you about a spoliation issue more than once but essentially got blown off by the manager we were referred to. I would suggest that there is an assumption that when someone asks about archival material the TSLAC best answer is "do what you want" and as a result no probing questions or sensitively framed help is provided. It's been a year and I am still mad about that manager and her attitude and unhelpfulness when we really really needed help.
- C I dislike that when you email a representative a question regarding a schedule they tend to quote or do a snip-it of a section rather than answer a question in their own words. Sometimes

we've already read what it states in the Retention Schedule and it's unclear so we need them to explain it in different terms.

- C I have had issues with billing recently. One issue has been not receiving the monthly bill in a timely manner. There has also been inconsistency in what types of charges we receive. So far, those inconsistencies have been in our favor, but it's confusing when trying to sort out the billing.
- C I have sent several questions to my assigned analyst and she never responds or only responds to my second or third request for help identifying the correct schedule for a specific record. It is very frustrating.
- C I just received the first of the quickbooks invoices. Will we no longer be receiving the same level of detail that we received on prior invoices? Also, we've had a couple of issues with misapplication of payments in the past. How will we know if there is a "past due" balance on our account since it appears that the quickbooks invoice only shows current activity summary?
- C It does take a while for a representative to respond to inquires.
- C Please realize that the number of people that have access to your facilities are VERY few. The rest of us are reliant on seeking assistance through email or phone. With technology use at an all-time high, employers are not willing to let staff leave and go to your facilities to get a question answered, or to get training.
- C Please train your team to be aware that sometimes there are genuine legal concerns behind the questions we are carefully framing
- C Records in State Archives. Our County transferred several books to the custody and control of the Texas State Library on October 19, 1983. I would like to have a few of these books returned to County. I have not been able to find a policy on. I would really like to have the Marks and Brands books.
- C The blogs are too movie centered. I have not watched ANY of the movies referenced in ANY of the blogs and feel lost at the references.
- C The computer system takes some getting use to.
- C The only thing that frustrates me is the lack of "help/support" in enforcing the laws for historical records. The laws are there but no "incentives or consequences" for not following the law.
- C We mostly work with the SRC and their billing staff. Overall, we can usually get someone to talk to, but there are many times when have to email more than once to get someone to respond. We've had to correct our contact information (updated email addresses) with Billing multiple times, which has resulted in invoices not being delivered and contract materials not being delivered in a timely manner. The instructions for getting deliveries from the SRC clearly state that contact info should be put into the Notes or Comments section of the delivery request, but the delivery drivers either haven't been clearly told that or forget to do it, because they regularly don't reach out to the correct contact when making a delivery. They have also shown up to deliveries without alerting someone in advance that they were coming and no one was able to meet them.
- C We've had several issues with scheduling and deliveries in the past year with our DR box.

- C I When trying to locate record retention for our appraisal district on specific documents, it is/was difficult on your site to pin point that information and takes a lot of reading and time. Wording and interpretation of item retention can also be difficult to determine. Needs to be in laymen's terms and clear cut. This is just what I experienced last year in 2024.
- C I The retention schedules are over formatted and archaic. They are extremely hard to understand by anyone in municipal government that doesn't strictly work with documents on a day-to-day basis. They need to be redone without the header/footers into a single excel spreadsheet with sheets for each schedule based on documents that are actually used within municipal governments. The duplications need to be fine-tuned with better definitions, so that mistakes are not made when selecting the correct record.
- C I There is no specific information to assist district attorneys offices. I get difference answers from different people when I call with questions. Information should be specific to each type of office instead of generalities. It seems like there is enough staff to do that.
- C I Regarding record retention schedules - they are too convoluted and often do not use the vernacular used within local government. Access and ability to hire a retention specialist would be a huge asset.
- C I I'd love to see more effort go into timely responses to requests. I truly do not understand why destruction requests of 10 boxes or fewer take months to complete, especially with the SRC now running out of room, and was shocked to learn that some of my colleagues have experienced waits of over 1 year(!) on schedule recertifications.
- C I Local Governments: Records Management Basics Wednesday, October 22, 2025 — 9:30 a.m. — 12:00 p.m. (Central) — Register now! I recieved this email and was informed that I did not qualify to register. It would be helpful if new County Clerks could receive some kind of training.
- C I I'd suggest the RMA team ingrain themselves more in the RIM community so their trainings and publications are more relevant to the field. Additionally, reliance on DIR to provide half the content at the Annual RMO Forum was not ideal. DMO/RMO hybrids are rare, so for a lot of the audience, the information was not relevant.
- C P I I do appreciate that the people I speak to in SLRM are friendly, smart, and genuinely trying to help. However, it is no secret among RMOs that SLRM needs more knowledgeable staff. To my knowledge, no one working in an advisory capacity has experience managing a RIM/IG program, not even the SLRM division director. Analysts rely too heavily on guidance documents created a decade ago, without understanding that most of TSLAC's own solutions to information management (email in particular) don't scale. The result of this inexperience is that anyone but the newest RMO is getting frustrating, impractical advice from SLRM in consulting responses, website guides, schedule review memos, and the blog. Please either commit resources to this staffing problem or just stop asking RMOs to fill out these surveys, because we've been saying the same thing for decades and it doesn't seem to matter.
- C P I The records center is very very responsive. Our govt. Analyst is very very responsive. Overall, there seems to be a lack of presence from the Archives. While the records center and analysts have very public and open presences, in meetings, calls and other events, not so much from

the archives. (except for Kelso at the e-records conferences) It would be nice if the archives had as much of a presence as the records center or analysts.

C P The records center is very very responsive. Our gov. Analyst is very very responsive. Overall, there seems to be a lack of presence from the Archives. While the records center and analysts have very public and open presences, in meetings, calls and other events, not so much from the archives.

C P Our project took longer than expected to be completed, but all of our interactions with TSLAC staff have been good and the work was done at a high quality.

C P I am having trouble getting the Texas Record Blog delivered to my email address. Not sure what the problem is. Love reading it though.

C P Hello, I find all the TSLAC literature very helpful and well presented. However, this is my criticism: I often find it difficult to navigate the website and the blog - for instance, if I go to the website, I can never find the blog link. So, I keep a separate tab for that. Another example, is when I need to transfer records to TSLAC. If you put "transfer" into the search bar- this search yields no result So, again, I know there is helpful information, I just can't remember where it is.

I 1. While the analysts are generally good, I wish they were a little more knowledgeable about what types of records belong in each records series. 2. It would also be nice to have a crosswalk of some sort between the URRS and portions of the local retention schedule that would apply to state agencies (such as police and health services for universities, for example). The local series in these sections are much more robust than that in the URRS, but it is confusing for our Police department when they receive outside training based on the local schedules (often provided by TSLAC), but they are not to use those series.

I Have more trainings on preservation of records

I I have very little interaction with the library. Maybe a monthly newsletter specific to small political subdivisions to keep us informed of items of interest.

I I supervise a K-12 school district's library services, so I frequently refer to your webpages for school libraries, specifically the School Library Program Standards and Guidelines section at: <https://www.tsl.texas.gov/ldn/schoollibrarystandards>. You were incredibly thorough with all of the information that you posted on this page, both in the Resources sidebar and in the content and FAQ in the main section, and I am grateful for your work! I will say that I had a difficult time initially with navigation of this page, though. I didn't realize that the Resources sidebar contained the most important documents that I would need to access. May I suggest adding a section in the main part of the page that lists each resource with a description of what it is? I think that might have helped me initially.

I I use the website and went to the conference last year. I wish the conference wasn't the Friday before the Thanksgiving week holiday to avoid conflicting with holiday/travel plans.

I I wished there was local users groups for TSLAC

I I would like to see if there is a way to send storage items to TSLAC and if there is an archivable requirement, have TSLAC work with the State Archives for the ease of record sharing. The TexLinx system is amazing and I think there is a way to add a space for the State Archives to share the same files that are being sent to TSLAC.

- I I would like to see more training options for County/District Clerks.
- I I would suggest slowing down the training process, felt rushed with so much detail. Lost track a few times on what page we were on.
- I It would be extremely helpful if there was a list of information just for the Appraisal Districts. We have so much stuff and it takes too long to try and figure out what is for us or someone else.
- I It would be great if I could cancel or modify my own requests in Texlink. I can see them but am not able to delete or modify one that is showing.
- I It would be great to have user group zoom calls. This would allow a roundtable discussion among entities and their analyst.
- I It would be nice if the TexLinx system would send a confirmation email when boxes are ordered for delivery or pickup.
- I It would be really useful if the brochures could be printed out in their entirety...as a brochure. :)
- I make more effort to preservation of records and electronic of records
- I More Inhouse training on Records Management.
- I More in-person training in west Texas
- I More trainings in major cities like Houston Area. Many staff in records position are not afforded the opportunity to travel to Austin. Onboarding Packet - training on what you should train new employees and new records custodians on asap.
- I More trainings need to be offered for Local Governments - in person and online
- I New and updated records management online training
- I Other than emails, I am not aware of any programs or services to my rural county.
- I Please - make more trainings available online!
- I There should be a way for submitting suggested changes to the local government records schedules
- I Updating some of the retention codes to reflect a clearer definition of where the HUD Housing documents fall under.
- I Would like to see the trainings online - like the annual conferences, e-records conference for example. If unable to attend due to distance, would like the option of online or a recorded version.
- P All employees very helpful and courteous.
- P Delivery driver's are very friendly and perform their jobs without any complaints. Zack B is also very helpful in responding to any questions or concerns in a timely and professional manner. Great job by all involved with our agency.
- P Ella Castro was extremely helpful, quick to respond, and so kind. She quickly sent over a Teams invite for a meeting and answered all my questions. She's so informative and knowledgeable.
- P Everyone I have talked to has been extremely helpful and friendly.
- P Fantastic people. Very knowledgeable & kind.
- P Great job on going electronic ~~~~ We are moving forward!!!!

- P Hats off the the great customer service provided by the Records Center, especially Bobby French, Zach Bruton, Jacqueline Jacobs, Chris Burton, and all of your drivers who manage to get our requests to us in a timely manner with the inordinate amount of traffic in Austin that must be dealt with and the inadequate parking around our building. Great customer service! Thanks for taking such good care of us!
- P Huge kudos to the drivers at SRC, especially Nick, his professionalism and promptness is always much appreciated.
- P I always receive a quick courteous response when dealing with billing issues
- P I always receive excellent assistance from the TSLAC staff, no matter how odd my questions is. They are extremely knowledgeable and always very courteous and helpful.
- P I am satisfied with the overall experiences that I have had with the TSLAC.
- P I appreciate the online classes and the archived webinars. These resources are most valuable to those who can not attend in person due to the size of their municipality or budget constraints.
- P I attended the records retention training in Amarillo and felt it was worth attending. It was a lot of information, but the handouts were helpful. The trainers were knowledgeable and made sure we knew they are available if needed.
- P I don't contact the agency very often but when I have, I've always received a timely response.
- P I have been very happy with the professionalism, knowledge, and responsiveness of the State and Local Records Management Division. Our analyst, Erica Wilson-Lang, is always super helpful and quick to respond. She also helped us earlier in the year with an on-site training that was great. Attendees were given relevant activities to work through as part of their learning, which helped to keep them engaged.
- P I have never had any issues with having my questions answered in a timely manner. TSLAC is very proactive in educating us on record retention.
- P I like your library of webinars, I use them to train new employees on Records Retention, Disposition and Records training.
- P I love TSLAC and all the employees there! They are the best!
- P I primarily have service needs from the Archives and Information Services Division (ARIS). The website, records, and staff are truly exceptional. I don't find a need for any improvement. Greatly appreciate the training opportunities (in person and virtual).
- P I regularly communicate with Sebastian Loza who is the records analyst assigned to Dallas County. he is very responsive to my queries.
- P I use the archive services only intermittently, so I must do a lot of catching up and relearning each time. But your staff are wonderful with pulling me along to be able to progress and move forward -- especially Bobby French. I am very grateful.
- P I work for a local government in north Texas, and our TSLAC Analyst is Sebastian Lazo. Sebastian is always prompt to respond to inquiries and help our agency with any questions we have. He is knowledgeable, kind, and great representative for TSLAC's amazing customer service. Our staff is also huge fans of The Texas Record. The material is educational, light-

hearted, and always an entertaining read. Thank you for everything you all do; we could not do it all without the retention schedules, training, and education materials your agency provides.

P I'm from SLC Public Utilities in Utah, but have greatly appreciated your online training. Thank you!

P It's all good!

P Jacqueline Jacobs and Zachary Bruton are outstanding employees. great communication and follow up. very happy with the creation of microfilm and storage.

P Keep up the great work and communication with customers.

P Lots of great support during our agency retention schedule recertification.

P Love receiving the periodic emails from The Texas Records that highlight information that records department personnel can utilize to enhance their departmental needs and goals.

P LOVE TSLAC!

P My position does not interact with the Texas State Library and Archives Commission. thank you.

P My primary contact with TSLAC is retention schedule information.

P My primary interaction is via email.

P My state records analyst is prompt, friendly, and ever so helpful (Sahar Arafat-Ray). When I was a green RMO, she was patient and kind, giving me valuable guidance and insight. I am truly grateful.

P No suggestions at this time, all our needs are met to our satisfaction and beyond.

P Only have 1 interaction per year.

P Our rep is always very prompt to respond via email and assist us with our queries. Much appreciated!

P Our TSLAC rep is Katherin Hoffman. She is great. She provides me helpful feedback on how to label a record and provides me links on where to find more information. She is patient and resourceful. And, as a whole, every encounter I have with TSLAC makes me happy that nerdy, adorable, smart, hippies are alive and well in Austin :)

P OUTSTANDING!

P Really appreciated the knowledge and responsiveness of the TSLAC staff.

P Sahar Arafat-Ray is ALWAYS helpful, thorough, and prompt. Thank you for what you do!

P Satisfied

P satisfied with TSLAC

P Staff I have dealt with are responsive and helpful. The delivery staff is polite and professional as well.

P Staff is very prompt when delivering boxes to our agency when ordered.

P Thank you to the TSLAC staff I have had to interact with in my new position. I dont want to name names as I may forget someone but so far everyone has been very helpful and patient. Thank you!

P The delivery guys are always friendly and helpful. We really appreciate all the hard work they put into our deliveries and pickups.

P The employees of TSLAC are top notch! They are responsive and always professional.

- P The TSLAC staff are very professional and attentive to the agency's needs. The programs are well structured across divisions and services, making it easy to learn, manage files, and collaborate efficiently between our agencies.
- P There is always room for improvement for all programs and services. With the evolution of technology, programs and services are becoming easier to utilize for confirmation and support.
- P TSLAC Employees have always been helpful in any contact that I have had with them.
- P TSLAC has been very helpful and always contacting me to make sure that all my questions or concerns have been answered. I continue to maximize TSLAC's resources to educate myself and provide everything to various records liaisons.
- P When I did email your facility for assistance in finding certain record retention, your personnel were prompt and informative.
- P Working with the SRC is always a joy. Whether its Nick, Leshar or Brian swinging by for a pickup or delivery - it's always a courteous and respectful experience.
- P Your representatives are very knowledgeable, courteous and easy to work with.
- N/A I have never been to the TSLAC building. I have also never filed a complaint and haven't had to.
- N/A I have never used TSLAC and therefore have no basis to provide feedback or ratings.
- N/A I have not accessed any of the listed TSLAC services or programs.
- N/A I have nothing more to add as my experience is to use of the website and email notifications.
- N/A I have nothing more to add as my experience is to use of the website and email notifications.

60 Praise/Comments
 34 Suggestions for Improvement
 29 Complaints
 43 N/A; No comments
166 Total Comments Received - SLRM

Talking Book Program

I: Improvement; P: Praise/Thanks; C: Complaint

TBP Patron Comments

- C do we really need to change our password EVERY MONTH? Can you not devise a better system? It is ridiculous to have to do this every month
- C Why do we have to change password frequently on the Webreads.
- C The website is awful. Badly needs modernizing. Not intuitive, hard to find titles. Changing passwords every month is stupid.
- C Getting an upgraded digital player should not be a battle.
- C I am in seminary, and most theology books are not available.
- C I receive my books by mail and would like to have them sent more often.
- C I suggest that the Talking Book Program not send books before I am ready for them.

- C I have experienced impatience with some of those answering questions. I never had this ever in previous years. I have used the service for many years. I now hesitate to call at all!
- C I have not been getting the list automatically of upcoming books in the mail, I have to call to have it mailed. When I get a list and mark what I want, what I get does not match the descriptions. Example: I order an adventure book, but I get a children's book.
- C I need to know how to return my reading machine, because I misplaced the box it came in to get it repaired.
- C It takes a long time (3-4) weeks to get another book once I send one back. It takes me about 3 weeks to read books in 2 or more volumes. How can I get books faster? I use braille only.
- C My calls are seldom answered. I am unable to speak about my book selections.
- C my only complaint is the timeliness of mail delivery
- C print toooooo small on my monthly password renewal on webreads
- C Sending duplicate books, sending one author at a time - 20 Dick Frances books in a row - not in chronological order. Slow turnaround time.
- C Slow speed to receive books. Slow notification when books were not received by you by my data.
- C Some of the books sent I do not care for at all. Sometimes books do not come timely.
- C State Library - would not like to receive books that are British.
- C Talking Book Program narrators are sometimes not to my liking
- C The only negatives I have is the books are on the cartridge newest book first, so you know the end of the story before you start.
- C THE TALKING BOOK PROGRAM BARD IS NOT USER FRIENDLY
- C They do not say X-mas Holidays anymore.
- C You are sending, very few choices of books, and the ones that I received are only romantic novels, I request for some police action, investigations, and spy mystery books.
- C The website is the poorest I have ever encountered but good news is that I have nothing but positives to say about phones reps.
- C Regarding the Texas Talking Book Program: because of mail delays or failures, I have sometimes waited up to six weeks for cartridge delivery. I live near the Austin location, and it would be easy for me to have friends take me there or just pick up a cartridge, but this has not been possible. It's frustrating to be so close to the facility and not be able to get the cartridges in a timely manner. I know it is not your fault when delays happen--I so appreciate the program and deeply appreciate the service you provide.
- C I do not receive the amount of books in Texas as i did in Oklahoma. im out of books most of the time. I cant use the pc. My husband has called on this three times. very nice phone reception but no action. over 2 months lived back in texas, and i have not received anything to order new books. TBP
- C I don't have anything to complain about, except for, even though I love all of your digital book cartridges on the digital book machines, including the magazines, I prefer to please get the following from now on, and suggest that they be considered from now on, the commercial audio books with the music, and sound effects from now on via digital cartridge through the

digital book player, magazines, and books, that are more family, friendly, kid, friendly, for kids, and Christian based besides the commercial audio ones with the music, and sound effects, via the digital cartridge through the digital book player from now on. Since I love the digital cartridges through your digital book machine player a lot! Would prefer to please get that from now on! The ones that contain explicit inappropriate stuff, including language on the digital book machine. They're inappropriate for me to listen on the digital book player. Please, from now on, don't send me ones. Whether they are books, or magazines, through the digital book machine player, please don't send me cartridges to listen to ever that contain inappropriate stuff, including explicit, stuff, and bad language. They are not appropriate for me to listen to, even though I am 38 years old would prefer commercial audio with music, and sound effects, appropriate for kids, stuff that I listened to when I was a kid, Christian based, and family friendly from now on via the digital cartridges through the digital book machine player. That's what I would prefer to listen to from now on please through the digital book machine player with the digital cartridges from now on with the books, and magazines. Thank you so much. For understanding.

- C I think the Braille display program was a fiasco from start to finish and I wish it could have been different. Why did half the libraries get one display and the other half get another type of display. I also wish it wouldn't take so long to get. the nls book players. Overall I am very appreciative of this program and am thankful for all the hard work the staff does to make it happen.
- C My only complaint is when I search for books, authors, etc., if I type too fast or sometimes even when slowly, the letters don't appear or they disappear soon after typed. I suggest it to be more user friendly. Thank you!
- I Access to more light hearted books such as the Mitford series
- I Add more books in Arabic to the talking book collection.
- I Better selection of Christian tapes. We can't come to the facility because we are from Del Rio, TX.
- I Books in series, if possible, put 2 or more together. Talking Book is the only services I receive, what are other services?
- I books listed for an author really need to be in alphabetical order (as it was previously) so as not to waste time searching for a specific book. Scrolling through all the author's publications is dizzying. Sometimes I just give-up if there are a long list.
- I Continued current new authors, books, themes of history, religion, leisure, fiction, nonfiction, biography, autobiography, gardening, language, cooking and politics and local, state and national updates. Thanks.
- I Easy internet access to the large print catalog to allow for individual selections without having to bother the staff
Monday, November 24, 2025
- I Follow my author list here.
- I For future, please include with survey a self addressed envelope to return it.
- I For future, please include with survey a self addressed envelope to return it.

- I For the Talking Book Program: more variety. more "romance. much less "suspense" novels
- I Hire people friendly staff
- I How the Talking Book Program and the Canadian Talking Book Program should be better integrated. I read a book through the CA service through BARD, and it was hard to find author.
- I I have to rest so much, the books are so comforting. I wish I could receive them more often than every 3-4 weeks. But this is a very wonderful program and I do appreciate all you do.
- I I miss the printed catalog of books. I do get more books on tape than I have time to read (listen to.) Thanks for keeping me supplied with choices!
- I I really miss the quarterly update of available titles.
- I I think there needs to be a brows section so members can brows what is available and see what they might want to read.
- I I think updates can be done to make the Bard website and app more user-friendly - searching for, saving, and deleting books; navigating within a book such as rewinding, etc. The selection and availability of books is great and we are so thankful to receive these services!
- I I wish BARD would offer more cozy mysteries. I understand it's not high literature, but it is pleasant entertainment that limits the gratuitous sex, graphic violence, constant drug use, tedious societal lectures, etc. Please consider and research popular and well-written cozy series for additions to your catalog.
- I I wish that when you went onto the Bard site that the books were in order as they appear in the series
- I I wish you had more current books, maybe top best sellers. I do notice the books sent to me are not currently best sellers.
- I I would like for the names to be first name first and last names last; because not all of them are.
- I I would like more attention given to authors/genre. I request sometimes nothing. I want a book - sometimes one, rarely 2 books. When my daughter calls it gets better for a few mailings, than zero more.
- I I would like to see the Talking Book Program create a category for Dystopian Literature. .
- I I would prefer that we got the humanware ereader, NOT the Zoomax
- I I would prefer to have additional items added to TBP's collection.
- I I'd like more books in a faster manner.
- I I'd like some books from Henry James, please put Henry James on your list of distribution - like The Golden Bowl and keep and listen for 2 years.
- I If someone like Dina is retiring, I would like to be notified several weeks beforehand, and be told how the transition will be as she trains a new person.
- I I'm pleased with your program. Only suggestion would be more variety of large-print books.
- I Improve availability to get the new books! I appreciate your services; so very much.
- I It seems to take longer and longer to receive a new cartridge. My suggestion is to explore other, faster USPS mail services while balancing cost considerations. Thank you. I'm a big fan of the Talking Book Program.
- I It will be helpful if the Texas talking book program provides more braille books. That way if clients prefer braille they have that option when requesting books from this agency.

- I It would be nice to have an exclude by language filter to remove content in other languages when viewing most recently added books or searching by keyword.
- I It would be nicer to have more people help with phone customer service and have more people who believe in what they are doing and have a passion for helping others.
- I Just an easier way to fast forward from a book that has already heard. Thanks for your support.
- I Just the newest NLS player needs some firmware updates. Sporadically, inconsistently, sometimes the player will not play daisy books from agencies outside the library. I'm sure an update will remedy this minor issue.
- I Many disabled people cannot afford new computers for Windows 11, and we are forced to use Linux now. Please make the BARD-Express app usable in Linux.
- I More books appropriate for IQ challenged listeners. i.e. Cerebral Palsied with IQ of 70 - teenage without sex or language if there is such a thing.
- I More current books
- I More desk calendars
- I More information in print about new books.
- I More interesting materials.
- I More large print books that are best sellers or recently published books
- I More user friendly catalog where you can request books with one click!
- I More variety. More Romance. Much less "suspense" novels please.
- I My interests are in religion and gardening. I would like to see more books in these categories.
- I NA - I am wondering if there are any resources to help me with the Blind Shell Phone, J Say and Dragon. Maybe even a resource for me to obtain envision glasses. please utilize my email for your response.
- I Need more westerns (old)
- I Need more Westerns (old)
- I Need service to add books on web
Need more info on Ranching, farming homesteading
- I New machines
- I New to Texas - unaware of available programs for the seeing and hearing impaired. Would be nice to hear updated info sent out annually to refresh our minds and knowledge. Very satisfied with audiobook service, and over the phone services are excellent and top of the line.
- I Optional search criteria often does not seem to function. Title shows up in the title box but when "search by title" is clicked it says "Books found: 0" Having to reset password every month is a pain. That was not required by my previous state's site which was much easier to use.
- I patron is retired state employee, and visually impaired since 2004. Just remember im 73 years old. everything you send to me should be geared towards senior citizens. Think about the retirees.
- I Patron would like the description of the book in Talking Book Topics to be shorter. They are too lengthy and it makes it hard to go through all the books and make a decision.
- I Please go back and restore any and all books you have edited because some jack ass decided they were offended fifty years later. Thank you.

- I Please make the "BARD Main Page" more easily accessible and create an easy way to search for books and browse using filters similar to the methods used by standard public libraries. (I find the page very difficult to find and to navigate.) Please on that page also provide links to podcasts and other audio materials. Thank you for this invaluable service to the blind: it makes a huge difference in our lives.
- I Please try to follow book series order with mail
- I Provide a list of books to choose from, including old books that are on tape (i.e. Victor Hugo, Drury); history books, mysteries (Agatha Christie), books from the 30's and 40's.
- I provide options for opting in and out of printed mail and have large print be the default for printed mail and to have options to change from printed to electronic mail and have Braille as an option for totally blind users.
- I Publish number for customer service on all correspondence
- I Put the N/A box at the bottom of the list instead of the top.
- I re: talking book program her only suggestion was that new audio books get added to the collection quicker.
- I Really miss the the paper Talking Book Topics for the Talking Book Program, she would like it come in the paper booklet form
- I She wants Talking Book Topics back in large print.
- I Showing what percentage you are in The book.
- I Some way to help blind individuals to navigate to the plethora of resources available on lin or from public and private entities. Links to technology training like the Hadley Institute,
- I Survey could be in audible for blind
- I Talking Book Program: I am a totally blind senior citizen, I struggle with BARD- I connected to BARD once. Frightened of BARD. I would like more training on how to use BARD. I do have all the technical equipment. Additional training would be appreciated
- I Talking Book Program: I would like them to be a little bit faster in sending me books.
- I Talking Books have more best sellers - or general fiction. Most books sent, I only enjoy 1 or 2 on the cassette.
- I Thank you for the survey and many thanks for the talking books. Until now I didn't have a phone number to call. Thanks again.
- I The books sent via automatic selection aren't meeting my needs; would like to see improvements to the automatic book selection process.
- I The e-reader could use help, it is very buggy. Sometimes i get communications in print, which us not useful, I need them in Braille.
- I The only problem I'm having is the Manor Post office absolutely refuses to pick up the Talking Book things out of the mailbox. They just leave them there and they don't know what to do with them and they act like they can't figure it out. Y'all have talked to them before wish y'all would talk to him again
- I They need to be more informative about new services, programs.
- I Veterans can check out movies from the Arizona State Library. Their system seems to work very well. Can Texas do the same?

- I When looking for books to order the internet needs to be designed for people over 65 who are not good with computers. Categories needs to be clearer.
- P All good
- P All services are a blessing. Everyone is knowledgeable and super efficient and adds enormously to my quality of life.
- P All the talking books are good and delivered in a timely manner. No complaints.
- P Ann, What you do for us is incredible. I appreciate that my neuro ophthalmologist put me with you. You have been fantastic. Wishing you many blessings in the holidays and in 2026.
- P Appreciate your service, it is easy to use, staff is helpful. Don't have any suggestions.
- P As a legally blind person this service (TBP) has transformed my love of reading. I now no longer have to resort to the local library for audio or large print books, which are in short supply.
- P As a person with low vision. I really appreciate the TBP for my books and magazines. Thank you.
- P At this time, I am very satisfied with the services you all provide. You provide a much needed service and I am very grateful to all the staff.
- P BARD I am very happy with your service.
- P Can not think of anything to improve performance.
- P Everything I use is fine. Thank you.
- P For someone my age, 88 y/o, with limited eyesight, the talking book service is so helpful, is making my life livable on a daily basis. I appreciate the Talking Books Program so much and please don't ever stop.
- P Good job - really enjoy the books!!
- P I am not experiencing any issues with the Talking Book Program and its library services. My overall satisfaction with the program is high. This program is beneficial to people who are blind or low vision because it helps them receive services in many formats that can be used to their needs. It is very helpful for me and I am very pleased I can be a part of the agency! Thank you for helping make the lives of blind/low vision individuals better!
- P I am reading more than I did prior to being diagnosed with MD because of your service and the selection of books available to to listen to thru my hearing aids.. I have not needed to talk to your staff but a few times and they are very friendly and knowledgeable . Love Bard
- P I am satisfied with Texas Talking Books. I'm happy that the low vision doctor remained. Thank you.
- P I am so happy to receive! I use it all the time. Thank you.
- P I am so satisfied with the best service ever! My Talking Books are part of every day life. I'm so happy and thankful for them. Thank you, thank you. I just can't thank you enough. I can hardly see anymore - so thanks again to all of you!
- P I am totally satisfied with Talking Book Program. No suggestions. Question #5 is N/A because I have no complaints. This program is totally a blessing for me. Thanks to everyone who makes it possible.
- P I am very satisfied and appreciative of the talking books program. When I call every person I have talked to has been so kind and very helpful.

- P I am very satisfied with everything you all do. I am very pleased with the program. You all are doing a great thing. I am happy I can still have books that are read to me.
- P I am very satisfied with the Austin Texas State library and their services.
- P I am visually impaired for years. Texas Talking Book is my lifeline. The staff are always courteous, friendly and professional. Excellent service and absolutely essential library services.
- P I can not think of improvements at this time . I think y'all are doing an awesome job! I'm very grateful for the talk t book program I would not be able to listen to books otherwise. So thank you for all the hard work that goes into making this program possible ❤️
- P I cannot think of anything needs improving, since I live over 200 miles from the agency, I cannot visit in person, but I have no doubt the agency isn't anything but clean and friendly and orderly.
- P I can't think of any way to improve the Talking Book Program either at the state level or at the Library of Congress. (I would just like to visit the Library of Congress someday.)
- P I don't have any suggestions. I'm satisfied with the service I receive. Thank you for all the TBP news letters and all the programs offered.
- P I enjoy the cassettes very much. Please continue to send them. Thanks! Since my husband passed away, I enjoy them a lot. Thanks again.
- P I enjoy the talking books so much. Since my sight is getting worse and I'm always loved to read - listening fills that void. I am so grateful for this service and the friendly, helpful people there. Thank you so much.
- P I have been overwhelming satisfied with the Talking Book Program. Many thanks for this service. God bless you all!
- P I have been receiving talking books for over 7 years, both in Washington state and here in Texas. The service has been excellent! Reading has been a lifelong presence and with macular degeneration, books on tape have continued that joy. Thank you!
- P I have been with the agency since the cassette player days and have nothing but PRAISE for everything they do. They are always so helpful on the phone and the website is great!
- P I have no comment; I enjoy listening to all that is sent to me. I appreciate all that is done to help me read.
- P I have no complaints at all. Thank you for your wonderful service. I love how responsive you are, and kind. Thank you.
- P I have no complaints. I appreciate the all the staff do to help me.
- P I have no suggestion. Excellent service, all ways.
- P I have no suggestions as I am satisfied with the efficiency of the agency, Keep up the good work!
- P I have no suggestions at this time. I am very satisfied and thankful for my TBP as I live in Houston and have never been to Austin to the facilities. I hope I will be able to have the service.
- P I have no suggestions for improvements because I've always received exceptional service.
- P I have nothing to suggest. I am very happy to be a participant.
- P I haven't contacted the offices since I enrolled. I would like to have the DA2 player. Audio books are great for me.
- P I love talking books. I have dyslexia. This program is such a blessing. Thank you.

- P I only get the Talking Books every few weeks when I return them by mail. I like to take to local post office. Question 2: Have not called in a while when I did in 2023, staff very nice. Question 7: Thank you for the TX Talking Book newsletter, 11-10-2025.
- P I really appreciate the BARD system. Enjoy books on my cell phone.
- P I see no need to change
- P I would love to read all of this and comment but I can't. I would like you all to know how much I appreciate all who make audiobooks easy to get and easy to use. I do appreciate the people who pick titles to send. Most have been stories I would not have known to pick if I could. Thanks to all of you for making days brighter by sending books and especially the Bible that I can have here any and at all times.
- P I wouldn't change a thing.
- P I'm please with 'M' - Don't want any new technology. I'm blind and don't use computer.
- P I'm strictly a BARD user and it always works well. Looking forward to the new DA2 player.
- P it has been a wonderful experience, for 17 years my sister has relied on your services, with me as her liason. Her books have been a literal lifeline for her. Thank you for doing what you do so well
- P I've had good experiences
- P Jerry is satisfied with the talking program and thank you for all your help.
- P Keep the tapes coming
- P Keep up the good work.
- P Love the Talking Book Program - wish I could read the selections list better - but all in all Love the book program.
- P Love your service. Thank you for being there for me to be able to read again.
- P My 97-year-old mother started the talking books program about 5 months ago after losing all hope of correcting her vision well enough to read, her life long favorite thing to do. We used to find old movies to stream, but TV has become just a blur. Her mobility is extremely impaired and she is enduring some other health issues as well. I'm convinced this program has prevented despair from getting a hold on her. The library has ALL the books she loves and she deserves all the happiness this program provides to her. THANK YOU SO MUCH!
- P My interaction have been mostly online and they have been very helpful always.
- P My mom is blind. She enjoys the book and publications. All fills her day and helps a great deal. Thanks so much.
- P My mom uses the talking books program and she absolutely loves it. She has never been to the facility in person but all of the interactions she has had on the phone with representatives has been great. She says the ease of use with the machines for older individuals is just wonderful. The fact that she can "read" books even having bad eyesight has been absolutely wonderful for her. She says that she gives the program a five start rating.
- P No complaints at all with the Talking Book Program.
- P No improvements at this time to suggest. I love this program and for me it has worked well. I am extremely grateful for these newsletters, also. Thanks again for a wonderful program,.
- P No improvements needed. Very adequate and professional service provided by agency.

P No improvements of the talking book program needed.

P No suggestions. I have always been pleased with the service I have received.

P No suggestions. Has been nice experience in many ways

P No suggestions. I think it's great!

P No suggestions. I've enjoyed all the books I've gotten.

P None I can think of. Very happy with the service. Thank you.

P None. Keep up the great work!!!

P None. You all do a great job. Thank you for what you do!

P People on phone are knowledgeable and nice. I suggest the "Blind" run everything efficiently as this service! Your player is the best - I had first RCA cassette and in 1961, 20 years before popular boom boxes. I used reel to reel and also had first remote control unit for professional music recordings. Your unit with speed, tone, ff and rewind adjustments and 29 hour recharge is the best tech instrument ever.

P Please don't change a thing! Y'All are doing an awesome service for us.

P RE: TBP no improvement needed.

P Talking Book Program - I lost my eyesight - books are mailed back and forth. People I contact on phone are very helpful.

P Talking Book Program needs no improvements

P Talking Books - Parent of Blind daughter: Please keep this program going. Provides an excellent resource that keeps her mind sharp, adds to her vocabulary, expands her experiences through the stories. Overall this allows for more rounded communications when engaging in general conversations and dialogue. Thanks

P Talking Books has been a blessing with the books, I do not have a computer for the use. I don't know about computer and no one teaches me. It sounds interesting. Thank you for your service and I appreciate the books.

P Talking books is an outstanding program! Thank you so much.

P Texas Book Program is wonderful, if we didn't have that I don't what we'd do

P Texas Talking Books - My 104-year-old mother has been the beneficiary of your tape program for many years. She has no other activities due to age. I do not know how she would occupy her mind otherwise. We are so grateful for this program and have encouraged others to participate if qualified. It's amazing how many folks (doctors included) see unaware of what benefits you offer. Thank you again.

P Texas Talking Books is wonderful!

P Thank you for providing this program for us. The calendar helps me greatly due to RP.

P Thank you for the tapes

P Thank you for your program.

P Thank you so much for this program! You do a wonderful job and such a generous service. We call and order books and receive them promptly - gives my husband many hours of enjoyment.

P Thank you so much I enjoy the book programs.

P Thank you so very much for the TBP. I greatly appreciate all the books I receive.

P Thank You, I couldn't do without the program. I have depended on it for years.

- P** The books have added to the quality of my life. All communication with employees was wonderful. No complaints. They were most helpful. I am looking forward to requesting new types of books and experiencing the new recorder. I don't want to send the old one back before receiving the new one. This is a remarkable program.
- P** The Talking Book Program is very commendable and one of the best services I have received through the state
- P** The talking book service is very important to me. This is the only way I get to enjoy books. I get all of my books downloaded from BARD which is a great service.
- P** The TBP has been a lifesaver for my mom who loves to read but can no longer do so. We were thrilled to have discovered this resource. The staff have been so helpful and friendly whenever I have called. Thank you!
- P** This is a wonderful program. I appreciate the help you have provided as my sight diminishes.
- P** Unit Library satisfied. (Incarcerated)
- P** Very Happy with the Talking Book Program
- P** Very satisfied.
- P** Very very happy with the reader. Listening is a big part of my day. Thanks!! I don't know what my mother would do without this program.
- P** We are grateful for the books on tape. Thank you all.
- P** we are grateful for this program and for the people who make it possible
- P** We are very pleased with this service. Thank you for providing this to use. We have no complaints.
- P** wonderful
- P** Y'all are doing a very good job. Keep up the good work.
- P** Yes sir
- P** You have all been patient with me when I get confused, loose something, or just generally mess up and are very kind and understanding. Your talking books are a lifesaver and I appreciate this program more than you know.
- P C** Feel blessed to have such a service. I struggle to read the mail.
- P C** I almost never use TSLAC services, but I occasionally need a player replaced. I choose reading materials from Braille Book Review and Talking Book Topics and download them from BARD.
- P C** I am so thankful for your services. I listen to almost all of the books you send. I'm not a fan of murder mysteries.
- P C I** I appreciate all the agency does but do want books that are about people who are/were important to our society. I would like books that are timely politically and socially and are about people I have heard about. I don't want to read about conservative close-minded writers or people, I am a progressive Democrat. A historical novel occasionally will be okay. Would like a list of titles and description of books available.
- P C I** BARD - year of publication listed on book description. Express web program too small to read. Question 4 - Hardly ever use it. Too difficult or time consuming to navigate. The individuals who answer the Talking Books number are all exceptionally professional, courteous and pleasant.

The programs, events, newsletters, blogs, web information are a superb offering of services - are all well done. Thank you.

P I	Although we contact the agency solely through email, I appreciate the timely delivery of new cassettes. My mother-in-law is 98 and listens 4-6 hours a day! I love that you have started sending the complete series at a time without mixing up the order of the books. I would love to ask for specific authors and titles. Thank you so much!
N/A	I cannot think of any improvements at this time
N/A	I have no suggestions.
N/A	I am new to talking books. So far I have no complaints or suggestions.
N/A	My only contact is via the phone.
N/A	N/A
N/A	No changes suggested to Texas Talking Book Program.
N/A	no comment
N/A	No improvements of the talking book program suggested.
N/A	No suggestions or improvement to the Texas Talking Book Program made.
N/A	No suggestions.
N/A	Not applicable.
N/A	Nothing that I can think of, at this time.
N/A	None
N/A	none
N/A	none
N/A	None!
N/A	No improvements to recommend at this time.
N/A	No questions can be answered because I live in Houston. I've not been to the facility in Austin. Sorry!
N/A	No suggestions
N/A	Too new to comment.

111	Praise/Comments
81	Suggestions for Improvement
34	Complaints
20	N/A; No comments
246	Total Comments Received - TBP



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