

SPECIAL SERVICES

CONTINUED

with them as they go about their day. Staff anticipates these new features will result in decreased use of the telephone as the method by which our patrons access their news. In FY09 e-mails accounted for between 20% and 41% of the monthly usage of NFB-Newsline®.

One portion of NFB-Newsline®, the local channel, allows Special Services to distribute pertinent local content to patrons. This year, the local channel was used to announce contact information for patrons to gain access to tax documents in alternative format. Prior to the national election the local channel provided patrons with information about voter registration, early voting dates, and voting booths with audio ballots that were available at every precinct. The local channel is also used to alert patrons about delays in the production of Talking Book Topics, the bimonthly circular that informs them of the most current audio books available in our library.

The Special Services newsletter is now a regular feature of the local channel. NFB-Newsline® patrons may refer to both the current issue and recent back issues.

Other publications of statewide interest available on the local channel include *Goldenseal* and *Wonderful West Virginia*. These popular magazines were previously only available on audio cassette. While the NFB-Newsline® version does not offer the personal touch the volunteer narrators' voices provide on the cassette, it does allow patrons to have access to the magazines about the same time as a sighted person. Patrons find this timeliness particularly useful with regard to the Statewide Events calendar in every issue of *Wonderful West Virginia*. Now, even if patrons prefer listening to the articles on the cassette, they can still check the Statewide Events section for events of interest and make plans to attend.

"...this service has been invaluable. It has provided reading material that has not only entertained, but that has been educational, as well.... If this service was not available, I as well as countless individuals would miss out on a wonderful world of books that just are not always available in Braille or commercial audio book. Thank you, everyone for all you do."

~Cedar Grove female in her 30's

REGIONAL LIBRARY STATISTICS 2008- 2009

Circulation	
Recorded Cassettes & Records	81,212
Catalogs	17,483
Large Print Books	14,988
Descriptive Videos	1,922
Magazines	4,194
Interlibrary Loans	875
Direct Circulation Magazines (NLS)	29,912
Braille Books	4,860
Newsletters	6,087
Telephone Calls & Emails from Patrons	6,418
NLS Downloadable Books	2,698
TOTAL CIRCULATION	167,603

SUBREGIONAL LIBRARY STATISTICS 2008-2009

Circulation	
Recorded Cassettes and Records	41,667
Circulation	212,395

GRAND TOTALS

New Patrons	336
All Patrons	2,354

"I have found the services of the Library to be excellent and prompt. The staff seems to go out of their way to assist patrons in finding books and magazines needed for research, etc. The newsletters are very informative and now that Newsline is up and running, we have a world of information available to us."

~ Morgantown female in her 70's