

**Department Of State
Division of Library and Information Services
State Library of Florida**

PROJECT REVISION

Grant Program (check one)

Library Services and Technology Act (LSTA) Library Cooperative
 Florida Library Literacy

Project Number: 03-LSTA-E-15

Library/Organization: Tampa Bay Library Consortium, Inc.

Project: Growing the Anywhere-Anytime Library

Grant Amount Requested \$ 245,125 Amount Received \$ 159,000

I. Reason For Request (Check applicable item)

- Change in funding level.
- Transfer among budget categories; cumulative totals exceed 10% of grant award.
- Change in equipment to be purchased.
- Transfer of funds for training allowances to other expense categories.
- Revision to scope or service outcomes of project.
- Change in key personnel.
- Contracting out, subgranting or otherwise obtaining services of a third party to perform central project activities.

II. Expenditures. Indicate projected expenditures for this grant in the appropriate categories on the attached page. Amounts should reflect grant and local funding. Round all amounts to the nearest dollar.

- **Salaries and Benefits.** List all positions funded by this project, from both grant and local funding sources.
- **Contractual Services.** Describe all services to be performed by outside agencies or firms, from both grant and local funding sources.
- **Equipment.** List all equipment and/or furniture (tangible personal property with a useful life of at least one-year and an acquisition cost of more than \$1,000) to be purchased, from both grant and local funding sources.

III. Narrative. Attach a revised narrative reflecting changes to scope, activities and outcomes.

Signature of Library Director

Date

Diane Solomon

Typed name of Library Director

The following section will be completed by the State and Federal Grants Office:

Revision Approved _____

Revision Not Approved _____

Signature/Date

Mail to: State and Federal Grants Office, R.A. Gray Building, Tallahassee, FL 32399-0250 or fax 850-488-2746

Questions? Call the State and Federal Grants Office at 850-245-6600

BUDGET (Round all amounts to the nearest dollar. Add additional lines if needed to include all information in a section.)

	LSTA	LOCAL/STATE MATCH	
SALARIES & BENEFITS (Position Title)	F.T.E.		
(All salaries to be paid from federal or local sources)			
<u>Executive Director</u>	0.1 \$ 7,525	\$ 3,225	
<u>Assistant Director</u>	0.15 \$ 6,200	\$ 2,600	
<u>Technology Coordinator</u>	0.3 \$ 18,000	\$ 5,040	
<u>Triage Assistance Associates</u>	0.25 \$ 8,000	\$ 2,240	
<u>Webmaster</u>	0.55 \$ 29,500		
TOTAL SALARIES	<u>\$ 69,225</u>	<u>\$ 13,105</u>	
CONTRACTUAL SERVICES (List each vendor)			
_____	\$ -	\$ -	
TOTAL CONTRACTUAL SERVICES	<u>\$ -</u>	<u>\$ -</u>	
LIBRARY MATERIALS (Include types of materials to be purchased)			
<u>eBooks - netLibrary</u>	\$ -	\$ 37,000	
<u>Databases</u>	\$ -	\$ 65,000	
TOTAL LIBRARY MATERIALS	<u>\$ -</u>	<u>\$ 102,000</u>	
SUPPLIES (Specify)			
<u>Printed Alleycat identifier labels</u>	\$ -	\$ 3,600	
TOTAL SUPPLIES	<u>\$ -</u>	<u>\$ 3,600</u>	
TRAVEL.....	<u>\$ 2,000</u>	<u>\$ 200</u>	
EQUIPMENT (Equipment and furniture with a useful life of at least one year and a unit cost of \$1,000 or more)			
_____	\$ -	\$ -	
_____	\$ -	\$ -	
_____	\$ -	\$ -	
TOTAL EQUIPMENT.....	<u>\$ -</u>	<u>\$ -</u>	
OTHER (Specify)			
<u>Dynix software and maintenance</u>	\$ 65,400	\$ 29,000	
<u>WebFeat translators</u>	\$ 3,250	\$ -	
<u>Telecommunications</u>	\$ 7,800	\$ -	
<u>Evaluation of ILL</u>	\$ 1,000	\$ -	
<u>Marketing - Outsource Media Group</u>	\$ 3,000	\$ -	
<u>Marketing - Printing</u>	\$ 7,325	\$ -	
<u>AC plush toy</u>	\$ -	\$ 2,250	
TOTAL OTHER	<u>\$ 87,775</u>	<u>\$ 31,250</u>	
TOTAL.....	<u>\$ 159,000</u>	<u>\$ 150,155</u>	= <u>\$ 309,355</u>

BUDGET NARRATIVE

Salaries and Benefits

TBLC Staff (FTE =1.35)

The following TBLC staff will manage and coordinate the project. Benefits included in the amounts shown are based upon actual benefits being paid for existing staff with an allowance for an increase in health insurance costs.

- The **Executive Director** is responsible for overall project oversight, administration and will conduct all contractual negotiations with vendors.
- The **Assistant Director** is responsible for all components of the project related to group purchase of electronic resources and databases. She will coordinate the work of the Webmaster on continued development of the portal and electronic content. She also is responsible for training and implementation of OCLC as Library of Last Resort.
- The **Technology Coordinator** is responsible for management, training and administration of all technical aspects of the project. She will work closely with participating libraries on implementation of features and maintenance. She will supervise the work of the Triage Assistance Associates. Only two new libraries will be added to Alleycat. This will occur toward the beginning of the year to free up the Technology Coordinator for other duties.
- The **Triage Assistance Associates** will be responsible for direct assistance to library staff and users when they have a problem relating to the operation of Alleycat. This is on call assistance that will occur during business hours. Calls that are beyond the abilities of the support staff will be referred to the Technology Coordinator or the vendor support team as required to provide high quality service.
- The **Webmaster** is responsible for design, development and implementation of the customized Alleycat “skins”. He will be responsible for continued development of the TBLC Anywhere-Anytime Library portal and the electronic content and consolidated searching portion of the portal.

Staff Position	Salary & Benefits
Executive Director (0.1 FTE)	10,950.00
Assistant Director (0.15 FTE)	8,800.00
Technology Coordinator (0.3 FTE)	18,000.00
Triage Assistance Associates (.25 FTE)	8,000.00
Webmaster (0.55 FTE)	29,500.00
Total (1.35 FTE)	\$69,225.00

Library Materials

The match library materials amounts are conservatively based upon the current year experience. Librarians, the content component for e-books, will receive \$2,000 from at least 21 of the current participants. The majority of this will be spent to add new titles to the shared collection. The remainder will be reserved for administration. All remaining funds will be spent for additional materials. Purchases of additional electronic resources, including NoveList, Grove Dictionaries, Books in Print and facts.com already in progress this year will exceed the \$65,000 shown.

E-resources to be purchased	Grant	Local
netLibrary		\$ 37,000
Database Purchases for Libraries		\$ 65,000
Total		\$ 97,000

Supplies

The match is for specially designed labels that the libraries use to designate that a book has been provided using Alleycat. Each book has a label affixed to the front. The label is removed when the item is returned to the lending library. TBLC purchases the blank labels in bulk and resells them at cost + \$1.00 for printing each box of 150 labels. We anticipate purchase of 240 boxes of labels for \$3,600. Currently 3,000 items per month are being circulated on Alleycat. This amount will cover the 36,000 labels needed for this circulation level.

Other supplies will be provided by TBLC. Due to the time it would take to determine the exact cost, they are not included in the match.

Travel

Travel will be cut in this budget to sending one person to ALA Midwinter in San Diego, CA (\$1,500) and one to ALA Annual in Orlando, FL (\$500).

Registration fees for these conferences (total \$200) are included in the TBLC budget as staff development and are shown in the grant budget as part of the Travel match.

Equipment

No equipment will be purchased. The equipment listed in the original grant application will not be needed because the Technical Assistant has been cut and the vendor is moving to an ASP model which will mean that the existing SunServer can be returned to the Tampa-Hillsborough County Library which purchased it originally.

Other

Software License and Maintenance

In this year we will implement the virtual union catalog, interlibrary loan, and remote patron authentication features for two libraries: the Lee County Library System and the St. Johns County Public Library. Lee County will pay to implement extended circulation. The funding cut will mean that two other libraries will reapply next year. Charlotte/Glades Library System and Nassau County Library System wanted to begin enjoying the benefits of the Anywhere-Anytime Library for their clients but will only be connected if other funds can be found. The OCLC connection using Direct Request will be implemented for Lee County Library System and Collier County Library System only if funds allow or come from local sources. Dynix maintenance charges will be paid partially by the participants and partially by the grant.

WebFeat Translators

The maintenance of the WebFeat Translators will be for 19 translators for 3 months. This is because implementation in 2002-2003 took longer than expected. \$3,250 has been budgeted for renewal of these translators.

Telecommunications Infrastructure

TBLC Headquarters is currently connected to the Internet via a Super T, 3Mbps service provided by Allegiance Telecom. We anticipate that additional development of this and other technology-based services will require an upgrade to 4Mbps of service. Monthly cost for this upgraded service is \$3,900. The Anywhere-Anytime Library project is dependent on this robust connectivity. 45% of these telecommunications charges will be paid for by this project. This amounts to \$21,060 before erate discounts are assessed. Other TBLC technology-based programs and services will pay for the remainder of this cost.

TBLC has qualified for e-rate for its Internet service for the 2003-2004 year, which began July 1, 2003. An allowance has been made for this discount. We estimate telecommunications costs for this project at approximately \$7,800 for the year.

SUN Server Maintenance

The move to the new HILL product is anticipated for November 2003. Thus Sun Server maintenance has been removed from the funding needs.

Evaluation of ILL

This study will investigate the impact of introduction of unmediated patron centered interlibrary loan in public libraries. The impacts to be studied include cost, patron and staff satisfaction and quantity of service provided. This will be a qualitative and quantitative study. It will be conducted as a special project by Diane Solomon, the former Executive Director or other qualified person. \$1,000 will be spent for the study.

Marketing-Printing

A marketing consultant will be utilized to develop and expand the promotion of the Anywhere-Anytime Library to the public. We plan to spend \$3,000 for his services, which will include:

- Developing and refining an Anywhere-Anytime Library marketing approach,
- Work with the graphic designer on the design of Anywhere-Anytime Library promotional materials,
- Assisting in the design and development of the PowerPoint presentation created for library staff to use in local promotion/education efforts,
- Writing and issuing press releases regarding developments in the Anywhere-Anytime Library,
- Consultation on continued portal development and Alleycat “skins”

Promotional items will be developed and printed/produced. Centralizing this task enables us to create a uniform message and look and lowers the cost of production. We will produce and purchase:

- Anywhere-Anytime Library buttons
- Anywhere-Anytime Library bookmarks and tri-fold brochures

Order of these items in bulk allows us to realize an economical per item cost for design and production. The following table includes a breakdown of purchase of the promotional materials.

Item	# of units	Setup and design fee	Per item cost	TOTAL
Buttons	2,500	\$100	\$.47	\$1,275
Brochures	10,000	\$275	\$.17	\$1,975
Bookmarks	100,000	\$75	\$.04	\$4,075

This amount has been reduced by the amount of the mouse pads. They were produced in 2002-2003 and will be reproduced only as a cost recovery item.

We will continue to make AC, the Alleycat plush toy mascot, available for libraries to purchase and resell to their users. We sell AC for \$9 per unit. We anticipate selling 250 units at a total price of \$2,250. This will be used as matching funds. Demand for a “family” of cats from the Citrus County Library Friends is prompting plans to add another cat that will promote the overall Anywhere-Anytime Library. Sales are shown in the match column.

LSTA OUTCOMES PLAN

Project Name: Growing the Anywhere-Anytime Library **Library:** Tampa Bay Library Consortium

Project Summary / Program Purpose: The Anywhere-Anytime Library project is a multi-year implementation of a virtual library for west central Florida. It was conceived as a demonstration and pilot project for the creation of a virtual library that could be adapted and extended statewide. Since 1999-2000 the project has brought together the rich resources of libraries in the west central Florida region. In subsequent years the project has expanded to include libraries in southwest Florida and currently serves 42 libraries. In 2003-2004 the Anywhere-Anytime Library will grow to include additional libraries in southwest and northeast Florida bringing the total number of participating libraries to 44. We will continue to develop the Anywhere-Anytime Library web portal and make electronic content (ebooks and access to electronic resources) available to users in a one-stop access point—the Anywhere-Anytime Library portal.

INPUTS	ACTIVITIES	OUTPUTS	OUTCOMES	INDICATORS	SOURCES/METHODS
<ul style="list-style-type: none"> • TBLC Staff • Staff of participating libraries • SUN server (Alleycat) • Web server (portal) • Connectivity of the servers to the Internet • Library connectivity to the Internet • Contract with Dynix for HILL software and support • Fees paid by participating libraries • Access to OCLC Direct Request • RPA software and server • Content available electronically, e-books • Consolidated searching software (WebFeat) 	<ul style="list-style-type: none"> • Maintain and develop Alleycat <ul style="list-style-type: none"> ○ Perform routine maintenance ○ Monitor telecommunications use and reliability ○ Expand Alleycat to include additional library catalogs ○ Implement the OCLC connection in two additional library systems ○ Provide ongoing training on using Alleycat ○ Utilize WebFeat translators to integrate non z39.50 compliant systems into Alleycat • Customize the look and feel of Alleycat • Develop the web portal • Develop electronic content 	<ul style="list-style-type: none"> • # of libraries linked by Alleycat • # of requests for ILL materials requested and filled in Alleycat • # of requests for ILL materials forwarded to OCLC for fulfillment from Alleycat • # of users returning completed Alleycat survey • # of databases linked by consolidated searching in SmartSearch • # of searches conducted using consolidated searching in SmartSearch • # of content links provided in SmartSearch pathfinders • # of users returning completed SmartSearch survey • # of ebooks purchased and made available in Librare • # of ebooks accessed and used in Librare • # of electronic resources purchased in group 	<p>1. Public use technology to get information</p>	<p>1A. Increase in # of libraries linked by Alleycat</p> <p>1B. Increase in # and % of ILL requests placed and filled</p> <p>1C. Increase in # and % of ILL requests placed and filled</p> <p>1D. # and % of users indicating they were satisfied with the service and will use it again</p> <p>1E. # of WebFeat translators operational</p> <p>1F. # of searches conducted</p> <p>1G. Increase in # of links provided</p> <p>1H. # and % of users indicating they were satisfied with the service and will use it again</p> <p>1I. # and % of ebooks used</p>	<p>1A. Count</p> <p>1B. Reports from URSA and HILL software</p> <p>1C. Reports from URSA/HILL software and from OCLC</p> <p>1D. Email survey of Alleycat users</p> <p>1E. Count</p> <p>1F. Reports from RPA</p> <p>1H. Pop-up survey of SmartSearch users</p> <p>1I. Reports from netLibrary</p>

INPUTS	ACTIVITIES	OUTPUTS	OUTCOMES	INDICATORS	SOURCES/METHODS
	<ul style="list-style-type: none"> • Continued development of online content available through portal • Utilize WebFeat translators to make resources available through consolidated searching • Coordinate group purchase of electronic resources including ebooks • Publicize the Anywhere-Anytime Library 	<p>purchase offerings</p> <ul style="list-style-type: none"> • \$ spent on purchase of electronic resources in group purchase offerings • # of hits on Anywhere-Anytime Library (AAL) website • # of marketing communications/contacts made • # of marketing items produced and distributed • # of users of services indicating they learned of services from a marketing item • # of attendees at project training sessions and user group sessions • # of library staff returning completed Alleycat staff survey 	<p>2. Public (library staff) learn to use technology</p>	<p>1J. Increase in # of resources purchased and # of libraries participating in group purchase offerings 1K. Increase in \$ spent to purchase resources in group purchase offerings 1L. Increase in # and % of website hits 1M. Increase in # of marketing communications/contacts made 1N. Increase in # of users indicating they learned of services from a marketing item</p> <p>2. # and % of library staff surveyed indicating satisfaction with using Anywhere-Anytime Library services</p>	<p>1J. Organizational records</p> <p>1K. Accounting records</p> <p>1L. Website counter</p> <p>1M. Organizational records</p> <p>1N. User surveys</p> <p>2. Email survey of staff using Alleycat</p>

III. Narrative and Activities Timeline

Due to the reduction in grant funding only two new libraries will be implemented in Alleycat rather than the four libraries in the original plan. Lee County Public Library and St. Johns County Public Library will implement Alleycat during 2003-2004.

The Technical Assistant position in the original plan has been eliminated. This position was to assist with the implementation of new Alleycat libraries and to provide support for existing Alleycat libraries. Rather than hire a new full-time librarian, we will train existing support staff who understand the project as Triage Assistance Associates to provide front line support for Alleycat libraries. Part-time support staff will be hired as needed should triage work take these people away from current essential tasks that require less expertise or should it be impossible to reinvent existing tasks to be accomplished differently and take less time. This will enable the Technology Coordinator to focus on the implementation of the two new libraries and re-training for existing libraries when the URSA software upgrade is completed. In addition, the Continuing Education Coordinator and Assistant Director will be called upon to provide training on the URSA/HILL upgrade.

All of these changes are reflected in the Budget Narrative.

Activities Timeline

<i>Anywhere-Anytime Library (all projects)</i>		
Date	Activity	Responsibility
Upon notification of grant award	<ul style="list-style-type: none"> Revise proposal and budget as needed to meet requests of funding agency Add evaluation material as requested Notify participants of award 	Executive Director Assistant Director Technology Coordinator
October 2003 – September 2004	<ul style="list-style-type: none"> Continue development and enhancement of web portal 	Webmaster Technology Coordinator Assistant Director
October 2003 – September 2004	<ul style="list-style-type: none"> Market the Anywhere-Anytime Library to the public, including newspaper articles and news segments on local television 	Executive Director Assistant Director Library Partners Marketing Consultant
January 2004	<ul style="list-style-type: none"> Develop a PowerPoint presentation promoting the Anywhere-Anytime Library for participating library staff to use in local promotion efforts 	Technology Coordinator Marketing Consultant Assistant Director
January 2004	<ul style="list-style-type: none"> Attend ALA Midwinter Meeting 	Technology Coordinator
March 2004	<ul style="list-style-type: none"> Midyear report written and submitted to State Library 	Executive Director with input from staff and library partners
June 2004	<ul style="list-style-type: none"> Attend ALA Annual Meeting 	Assistant Director Technology Coordinator
October 2004	<ul style="list-style-type: none"> Annual report written and submitted to State Library 	Executive Director with input from staff and library partners

<i>Alleycat</i>		
Date	Activity	Responsibility
Upon notification of grant award	<ul style="list-style-type: none"> • Negotiate maintenance contract extension with Dynix • Negotiate with Dynix for new connectivity to be implemented 	Technology Coordinator Executive Director
October 2003 – September 2004	<ul style="list-style-type: none"> • Answer questions and assist staff of libraries when they need help • Resolve problems and refer unresolved problems to Dynix • Provide other support to staff of participating libraries as requested 	Technology Coordinator Triage Assistance Associates
October 2003 – September 2004	<ul style="list-style-type: none"> • Troubleshoot and resolve problems with the SUN server (until move to URSA 3.0 expected in January) • Troubleshoot and resolve problems with telecommunications • Troubleshoot and resolve problems with the RPA server • Back systems up regularly and maintain the server (until move to URSA 3.0 expected in January) 	Technology Coordinator
October 2003	<ul style="list-style-type: none"> • Set timeline with participants and vendor for implementation of new participants • LSTA annual grant report for 2002-2003 is written and submitted 	Executive Director Technology Coordinator Library partners
October 2003- January 2003	<ul style="list-style-type: none"> • Set up, train and implement new library participants 	Technology Coordinator Library partners
December 2003 - January 2004	<ul style="list-style-type: none"> • Train participating libraries on changes in procedures that are part of URSA 3.0 	Technology Coordinator
January 2004	<ul style="list-style-type: none"> • Upgrade to URSA 3.0 - Horizon Interlibrary Loan (HILL) from URSA. 	Technology Coordinator
January 2004 – February 2004	<ul style="list-style-type: none"> • Alleycat Decision Makers Meeting • Alleycat Users Meeting 	Technology Coordinator Assistant Director Executive Director Library partners
December – May 2004	<ul style="list-style-type: none"> • Develop customized “skin” for central Alleycat interface • Develop customized “skins” for Alleycat interface for all participating libraries 	Webmaster

<i>Electronic Content</i>		
Date	Activity	Responsibility
October 2003- September 2004	<ul style="list-style-type: none"> • Negotiate group discounts for purchase of electronic resources with vendors • Publicize group discount opportunities to member libraries • Make access to purchased electronic resources available via the Anywhere-Anytime Library or other means 	Assistant Director Participating Libraries
October 2003- September 2004	<ul style="list-style-type: none"> • Monitor connection to online resources connected via consolidated searching 	Webmaster Technology Coordinator

Anywhere-Anytime Library Project Evaluation Plan

The Anywhere-Anytime Library project is a multi-year implementation of a virtual library. During 2003-2004, the participating libraries will expand to span the state from northeastern Florida to southwest Florida. Evaluation has been conducted throughout the development of the project. Project staff have compiled statistical information from project software and qualitative data from users and staff since the initial implementation of Alleycat in 2000. We have also maintained records of electronic resource purchases for the life of the project.

In 2003-2004 we will conduct surveys, gather statistical data, conduct further evaluation of Anywhere-Anytime interlibrary loan through an impact study and begin evaluation of services recently implemented (SmartSearch). The following evaluation plan outlines the steps that will be taken to achieve this evaluation. A table outlining the various outputs, indicators and sources is included.

Alleycat

An evaluation of Alleycat will be conducted using statistics gathered from project software, user and staff surveys, and an in-depth impact study.

Project software provides statistical information regarding the number of requests placed and filled, the number of hits on the Alleycat website, the number of libraries linked by Alleycat, the # of requests forwarded to OCLC and other information.

Users and library staff will be surveyed electronically regarding Alleycat to obtain qualitative data on satisfaction with the service, how users found Alleycat and other data. To maintain comparative data, the survey instrument used in previous years will be continued in this grant year. A copy of each instrument is included.

User Survey (Appendix A)

A random sampling of users will be sent an email survey that will ask:

- a) How they learned about the service
- b) If they received the material they requested in a timely manner
- c) If they plan to use the service again
- d) If they were satisfied with the service they received
- e) Statistical information about the user
- f) To provide a comment on the service

Staff Survey (Appendix B)

A random sampling of library staff will be sent an email survey that will ask:

- a) Is the software easy to use
- b) Does the software relieve them of some previous tasks
- c) Would they be able to provide the same level of customer service without the Alleycat software
- d) What enhancements would they like to see
- e) Has OCLC activity decreased or increased
- f) How do they promote Alleycat
- g) What type of feedback about Alleycat they are receiving from patrons

Anywhere-Anytime Library Interlibrary Loan Impact Study (Appendix C)

Alleycat has reached a level of maturity that indicates that a study be conducted on the comparative costs and benefits of patron-centered interlibrary loan related to traditional interlibrary loan. An Anywhere-Anytime Library Interlibrary Loan Impact Study will be conducted during the year to investigate the impact of introduction of unmediated patron centered interlibrary loan in public libraries. Details of the study are included.

SmartSearch

An evaluation of SmartSearch will be conducted using statistics gathered from project software and a user survey.

Project software will provide statistical information regarding the number of visitors to the site, the number of sessions and searches conducted, the number of databases connected with the consolidated searching software and other information.

Pop-up surveys will be utilized at two times during the year. Users will be presented with the pop-up survey after they use the service. A pop-up survey must be utilized as no personal information about users is gathered in a SmartSearch transaction. The tool used will model the information gathered in the Alleycat survey. A draft of the survey instrument is included (*Appendix D*).

The pop-up survey will ask users:

- a) How they learned about the service
- b) If they found the information they sought
- c) If they plan to use the service again
- d) Statistical information about the user
- e) To provide a comment on the service

Outcome	Output	Indicator	Sources/Methods		
Public use technology to get information	Alleycat	# of libraries linked by Alleycat	Increase in # of libraries linked by Alleycat	Count	
		# of requests for ILL materials requested and filled in Alleycat	Increase in # and % of ILL requests placed and filled	Reports from URSA and HILL software	
		# of requests for ILL materials forwarded to OCLC for fulfillment from Alleycat	Increase in # and % of ILL requests placed and filled	Reports from URSA/HILL software and from OCLC	
		# of users returning completed Alleycat survey	# and % of users indicating they were satisfied with the service and will use it again	Email survey of Alleycat users	
	SmartSearch	# of databases linked by consolidated searching in SmartSearch	# of WebFeat translators operational	Count	
		# of searches conducted using consolidated searching in SmartSearch	# of searches conducted	Reports from RPA	
		# of content links provided in SmartSearch pathfinders	Increase in # of links provided		
		# of users returning completed SmartSearch survey	# and % of users indicating they were satisfied with the service and will use it again	Pop-up survey of SmartSearch users	
	E-resources	# of ebooks purchased and made available in Librare		Reports from netLibrary	
		# of ebooks accessed and used in Librare	# and % of ebooks used	Reports from netLibrary	
		# of electronic resources purchased in group purchase offerings	Increase in # of resources purchased and # of libraries participating in group purchase offerings	Organizational records	
		\$ spent on purchase of electronic resources in group purchase offerings	Increase in \$ spent to purchase resources in group purchase offerings	Accounting records	
	AAL overall	# of hits on Anywhere-Anytime Library (AAL) website (www.anywhereanytimelibrary.org)	Increase in # and % of website hits	Website counter	
		# of marketing communications/contacts made	Increase in # of marketing communications/contacts made	Organizational records	
		# of marketing items produced and distributed		Organizational records	
		# of users of services indicating they learned of services from a marketing item	Increase in # of users indicating they learned of services from a marketing item	User surveys	
	Library staff learn to use technology	Alleycat	# of attendees at project training sessions and user group sessions		Class attendance records
			# of library staff returning completed Alleycat staff survey	# and % of library staff surveyed indicating satisfaction with using Anywhere-Anytime Library services	Email survey of staff using Alleycat

Alleycat User Survey

Dear Alleycat user,

Since you have made at least one request using Alleycat (The Anywhere-Anytime Library) within the past six months, we were hoping that you will take a few minutes to complete the following short survey about the service you received. We will use your response to provide you with better Alleycat service in the future.

To reply to this survey do one of the following:

- If your reply email is set to include the original message:
 - Click on your “Reply” button
 - Place an “X” on the line to the left of your response
 - When you have completed the survey hit your send button.

- If your reply email does not include the original message you'll need to copy and paste the survey into the reply email. Here are the instructions to copy and paste the survey into your email response.
 - Select the text below using your mouse
 - Hold down the “CTRL” key while pressing the “C” key
 - Click on your “Reply” button
 - Click your mouse in the message area
 - Hold down the “CTRL” key and press the “V” key
 - Place an “X” on the line to the left of your response
 - When you have completed the survey hit your send button.

Thank you for using Alleycat and completing this survey.

Anywhere-Anytime Library (Alleycat) Survey

1. Requesting an item from Alleycat was...

- ___ Very easy
- ___ Somewhat easy
- ___ A little difficult
- ___ Very difficult

2. On average how long did it take for you to receive the item(s) you ordered?

- ___ 1-2 days
- ___ 3-4 days
- ___ 5-7 days
- ___ More than 7 days
- ___ Never received the item

3. Where do you normally use Alleycat?

- ___ Home
- ___ Work
- ___ In the library
- ___ Other

4. How did you first learn about Alleycat?

- Brochure
- Library staff
- Local community meeting
- Newspaper or magazine article
- Library promotional
- Internet Search
- Library website
- Other

5. Will you use this service again?

- Yes
- No
- Maybe

6. How satisfied were you with the service you received?

- Delighted
- Satisfied
- Somewhat satisfied
- Not satisfied

7. How many times have you used Alleycat?

- 1-2 times
- 3-5 times
- 6 or more times

8. About how frequently do you use a local library?

- More than once a week
- Once a week
- Once a month
- A few times a year

9. Please select an age category that best describes you:

- 0-12 years
- 13-19
- 20-40
- 41-65
- 66+

10. Please indicate any comments, suggestions or questions about the Alleycat service.

We would like to contact a few users to conduct a telephone interview regarding your experience with Alleycat. If you would like to be considered please supply your name, phone number and the best time to call.

Name:

Phone:

Best time to call:

Alleycat Library Staff Survey

1. Do you request items from Alleycat for your patrons?
 Frequently
 Sometimes
 Never

2. How easy do you find the URSA (Alleycat) software to use?
 Very easy
 Somewhat easy
 A little difficult
 Very difficult

3. Do you have a link on your library's homepage for Alleycat?
 Yes
 No
 Don't know

4. How do you promote Alleycat in your library? (You may choose more than one)
 Brochures for patrons to pickup
 Tell patrons
 Show patrons how to use it
 We do not promote Alleycat

5. Do you feel other libraries are filling borrowing requests...
 Very quickly
 Somewhat quickly
 About the same as before Alleycat
 Slower than before Alleycat

6. Do you feel your library is filling lending requests...
 Very quickly
 Somewhat quickly
 About the same as before Alleycat
 Slower than before Alleycat

7. Has the number of your interlibrary loans...
 Increased
 Decreased
 Stayed about the same

8. Has the amount of time you spend on interlibrary loan requests...
 Increased
 Decreased
 Stayed about the same

9. Has your use of OCLC...

- Increased
- Decreased
- Stayed about the same

10. In the past 6 months, have you called TBLC with a support question about Alleycat?

- No
- Yes

If yes:

How quickly was your question handled?

- Response within 24 hours
- Response within 25-48 hours
- Response took more than 48 hours
- Never heard from TBLC Support

Comments

What is your position in the library?

Anywhere-Anytime Interlibrary Loan Impact Study

This study will investigate the impact of introduction of unmediated patron centered interlibrary loan in public libraries. The impacts to be studied include cost, patron and staff satisfaction and quantity of service provided. This will be a qualitative and quantitative study.

Purpose

Anywhere-Anytime Library Alleycat virtual union catalog and interlibrary loan management capability has been operable in three library systems serving eight public libraries for three years. OCLC as Library of Last Resort will have been operable in the same three systems for a minimum of one year in October 2003. This is therefore the ideal time to conduct an in depth evaluation of the interlibrary loan capability of the Anywhere-Anytime Library relative to traditional OCLC interlibrary loan. The study will at a minimum:

1. Determine a per item costs of traditional OCLC Interlibrary Loan on the lender and the borrower side.
2. Determine costs of Anywhere-Anytime Interlibrary Loan on the lender and the borrower side
3. Determine costs of Anywhere-Anytime/OCLC as Library of Last Resort Interlibrary Loan on the lender and the borrower side
4. Investigate user and staff satisfaction with:
 - a. Traditional OCLC Interlibrary Loan
 - b. Anywhere-Anytime Interlibrary Loan
 - c. Anywhere-Anytime/OCLC as Library of Last Resort Interlibrary Loan
5. Study the impact of introduction of patron centered interlibrary loan (Anywhere-Anytime Alleycat) upon the number of items borrowed by libraries.

Inputs

- Statistics from libraries relating to OCLC requests and costs before and after implementation of Alleycat and of OCLC as Library of Last Resort
- Reports from the Alleycat software relating to Alleycat and OCLC as Library of Last Resort
- User and staff satisfaction surveys with selected follow up interviews. Users will be asked in the online survey if they are willing to be interviewed.
- Time studies of interlibrary loan operations in one Anywhere-Anytime Library and one traditional OCLC library.

This study will be prepared under the direction of the Executive Director. \$ 1,000 has been allocated in the budget for a person to conduct the study.

SmartSearch User Survey

Thank you for using SmartSearch. Please take a moment to complete this quick survey. We will use your feedback to improve SmartSearch.

1. Using SmartSearch was...

- Very easy
- Somewhat easy
- A little difficult
- Very difficult

2. Did you find the information you were seeking using SmartSearch?

- Yes
- No

2. How did you first learn about SmartSearch?

- Brochure
- Library staff
- Newspaper or magazine article
- Library promotional
- Internet Search
- Library website
- Other

3. Will you use SmartSearch again?

- Yes
- No

4. About how frequently do you use a local library?

- More than once a week
- Once a week
- Once a month
- A few times a year

5. Please select an age category that best describes you:

- 0-12 years
- 13-19
- 20-40
- 41-65
- 66+

6. Please indicate any comments, suggestions or questions about SmartSearch.