

ALLEYCAT PATRON SURVEYS

Question	Mar-01	%	Oct-01	%
Responses/Total sent out	76/206	36.89%	165/516	31.78%
1. Requesting an item from Alleycat was...				
No response to question	2	2.63%	1	0.61%
___Very easy	53	69.74%	118	71.95%
___Somewhat easy	18	23.68%	40	24.39%
___A little difficult	3	3.95%	6	3.66%
___Very difficult	0	0.00%	0	0.00%
2. How long did it take to receive the item you ordered?				
No response to question	6	7.89%	3	1.83%
___1-2 days	6	7.89%	4	2.44%
___3-4 days	24	31.58%	52	31.71%
___5-7 days	29	38.16%	67	40.85%
___More than 7 days	11	14.47%	39	23.78%
3. Where do you normally use Alleycat?				
No response to question	0	0.00%	1	0.61%
___Home	40	52.63%	131	79.88%
___Work	19	25.00%	15	9.15%
___In the library	17	22.37%	16	9.76%
___Other		0.00%	2	1.22%
4. How did you learn about Alleycat?				
No response to question	1	1.32%	1	0.61%
___Brochure	5	6.58%	21	12.80%
___Library staff	33	43.42%	59	35.98%
___Local community meeting	0	0.00%	1	0.61%
___Newspaper or magazine article	2	2.63%	8	4.88%
___Library promotional	5	6.58%	8	4.88%
___Internet search	8	10.53%	11	6.71%
___Library website	13	17.11%	41	25.00%
___Other	9	11.84%	9	5.49%
2 resposes			4	2.44%
3 responses			2	1.22%
5. Will you use this service again?				
No response to question		0.00%	0	0.00%
___Yes	71	93.42%	161	98.17%
___No	0	0.00%	0	0.00%
___Maybe	5	6.58%	4	2.44%
6. How satisfied were you with the service you received?				
No response to question		0.00%	0	0.00%
___Delighted	47	61.84%	116	70.73%
___Satisfied	23	30.26%	36	21.95%
___Somewhat satisfied	5	6.58%	12	7.32%
___Not satisfied	1	1.32%	1	0.61%

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7. How many times have you used Alleycat?

No response to question		0.00%		0	0.00%
___1-2 times	21	27.63%		42	25.61%
___3-5 times	21	27.63%		47	28.66%
___6 or more times	34	44.74%		76	46.34%

8. Age

New Question added to Oct 2001 survey

No answer				2	1.22%
0-12				1	0.61%
13-19				0	0.00%
20-40				38	23.17%
41-65				106	64.63%
66+				18	10.98%