

ALLEYCAT PATRON SURVEY SEPTEMBER 2002

Question	Sep-02	%
	275/823	33.41%
1. Requesting an item from Alleycat was...		
No response to question	2	0.73%
Very easy	194	70.55%
Somewhat easy	69	25.09%
A little difficult	10	3.64%
Very difficult	0	0.00%
2. How long did it take to receive the item you ordered		
No response to question	5	1.82%
1-2 days	3	1.09%
3-4 days	60	21.82%
5-7 days	93	33.82%
More than 7 days	114	41.45%
3. Where do you normally use Alleycat?		
No response to question	3	1.09%
Home	217	78.91%
Work	34	12.36%
In the library	20	7.27%
Other	1	0.36%
4. How did you learn about Alleycat?		
No response to question	2	0.73%
Brochure	28	10.18%
Library staff	115	41.82%
Local community meeting	2	0.73%
Newspaper/magazine article	3	1.09%
Library promotional	17	6.18%
Internet search	11	4.00%
Library website	57	20.73%
Other	25	9.09%
2 responses	13	4.73%
3 responses	2	0.73%
5. Will you use this service again?		
No response to question	3	1.09%
Yes	265	96.36%
No	1	0.36%
Maybe	6	2.18%
6. How satisfied were you with the service you receive		
No response to question	2	0.73%
Delighted	175	63.64%
Satisfied	73	26.55%
Somewhat satisfied	24	8.73%
Not satisfied	1	0.36%
7. How many times have you used Alleycat?		
No response to question	3	1.09%
1-2 times	34	12.36%

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3-5 times	69	25.09%
6 or more times	169	61.45%
8. Age		
No answer	5	1.82%
0-12	0	0.00%
13-19	9	3.27%
20-40	64	23.27%
41-65	167	60.73%
66+	30	10.91%

Comments
I think this is a wonderful service that assists us in finding the books we need to use for our homeschooling adventure.
I love Alleycat!!!! SEE EMAIL VERY LONG
Alleycat is an invaluable tool for our homeschool use. We very much appreciate the library and this is just wonderful. Thank you!!
I would like a reason why they can't get the book or video so I would know whether or not to order it again. I've been trying to get a couple of video tapes and they can't seem and they can't seem to get them. The same holds true for audio tapes.
I really enjoy this service as our library doesn't seem to carry a lot of series. Also the other libraries on the system seem to carry more Christian Fiction and Authors. Thanks for the opportunity to use the service and the good performance.
A great service. It is now saving me money, by being able to preview books before buying. I use a lot of science, math, and computer books which are outside the mainstream and mostly available only through college campuses.
Super service. I'm glad it's offered, as the books at my home library are somewhat limited and I can usually find what I'm looking for on Alleycat. :-)
I think that Alleycat is a great service. I am no longer restricted to just the materials that my local library has.
This is a outstanding, great resource that greatly expands the collection available -- count me as very enthusiastic.
I love using the library catalog at home. It's so great. I order books every week. I am now addicted to romance novels. I can get books from other library systems to make sure I can read entire series. It's fabulous.

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<p>I love this service!!!! It is so easy and helpful. I have three children and I can search for books while I am at home and then pick them up without having to drag them around the main library hushing them. It is Awesome!!!!</p>
<p>Great! ...[see survey for additional comments] Alleycat fills the bill generally and makes the process very easy and convenient.</p>
<p>I think it's a great service. Sometimes I can't get the system to reserve the book I want even when it's available - don't know why that is. But that's only been for the past month or so.</p>
<p>Sorry, I can't work your directions...not a sophisticated user. I love the Anywhere-Anytime Library. It has worked very well for me to find books that I could not get anywhere else. Yes, I will use it again and I am very satisfied.</p>
<p>Love to be able to get books not in the Hillsborough library</p>
<p>**Great service, Thank You**</p>
<p>I wish you could do more advanced searches (i.e., author AND title) and the service was a bit quicker, it runs very slow here.</p>
<p>A valuable service</p>
<p>Keep up the good work.</p>
<p>It is wonderful to have access to many other sources when looking for specific books, music etc. If one library doesn't have the item; chances are you will find it somewhere on Alleycat...saved me quite a bit of money ..</p>
<p>Notification process could use some coordination. On several occasions, I was notified by alley Cat that the item was "in," but when I went to Gulf Gate, ..no record of it. Recommend that the receiving library do the notification, not Alley Cat.</p>
<p>This service has been a real boon to me. It makes it easy for me to read much more widely than I would have done otherwise...like that I can search the catalog and make requests from my home computer...impressed by how quickly the items arrive..</p>
<p>My biggest complaint with Alleycat is that I reserve books and then one or two months later I get an email informing me that my reservation has been cancelled.[SEE SURVEY LONG COMMENT] FROM:LOIS</p>

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reason I marked "satisfied" rather than "delighted" was because one book I had very much hoped to read was not available ...However, I have greatly appreciated how many more books this service has opened to me, and I am very happy that it exists.

Very long comment. Most dealing with policies at SPIN. ..I am grateful to have alleycat as a service. I relied on it heavily this last school year, and will again ..Janette Flanagan

Love to be able to get books not in the Hillsborough library

.. I use libraries in three different counties as well as a couple of city libraries and a college library. Alleycat broadens my searches when I can't find what I want in any of the libraries I normally use..Dan or Luanne Hurst Long comment.

It is wonderful to have access to books that are not within our county system! thanks for the service and please keep it going!

Long.. just love to read. Any spare moment I get I've got my nose in a book. The library is a wonderful place that never ceases to put me in awe each time I walk in. I get overwhelmed with all that I want to read. Thank you! Kauffman Kristy

When I receive an e-mail does that mean that the item is ready for pickup or that you have sent it? I have been waiting for a phone call from Gulf Gate Library.

I absolutely love the Alleycat service. It was a brilliant idea!

This is a wonderful service Thank you so much!!!

No suggestions. Just looking forward to more good reading. One question: How do I go about using AC for tracing genealogy?

think the service is great. I have gotten items that I never thought would be available. LONG comment Horvart Ronald..I'd like to see a system where you can request an item, and not worry about where it's coming from.

..some materials are listed and when you click on them, you are told they are not from a library that is part of the sharing system. Also the web site makes it very difficult to request for a book...I think it's a wonderful service. Caycem

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<p>I LOVE TO READ IF ONE OF MY FAVORITE THING AND BECAUSE OF ALLEY CAT I CAN GET HOLD OF ALMOST ANY BOOK I WISH, ALLEYCAT AND ALL WHO WORK THERE YOU GUYS ARE THE BEST. I WISH MORE PEOPLE WOULD ENJOY ARE LIBRARIES MORE.THANKS AND KEEP THOSE TREASURES COMING.</p>
<p>It's a very convenient system to work...It lets people like us who are mostly home bound...!Thank You</p>
<p>It would be ideal if Alleycat books could be loaned out for a month and if they could be re-checked out (assuming no one had requested the book during the initial loan).</p>
<p>very useful</p>
<p>WE have used the service on books our library does not have in stock. Enjoyed your service very much.</p>
<p>WE have used the service on books our library does not have in stock. Enjoyed your service very much.</p>
<p>Great service and a major time saver for books I can't find at the local libraries.</p>
<p>I had some trouble at first..the service itself is great, it's helped me request books that were out of print and otherwise impossible to get. It's helped me with many different research projects! Donna Wareheim</p>
<p>have been so happy that this service is available in Florida. I do not have anything negative to say, it has just been wonderful!!! Thanks.</p>
<p>Long about requesting items locally owned - Susan Beach Vaughn</p>
<p>fabulous service, to be able to get just about any book regardless of my home library is wonderful. thanks Dolores Crawford</p>
<p>This is a super service (especially for rural patrons). I have been 'spreading the word' for months now...Manatee..My number one reason for using Alleycat is to request books that are part of a series Is this service in a funding crisis of any sort?</p>
<p>On numerous occasions I have requested books, received a verification number and a few days later a message telling me my request can not be filled after I was already verified. I find this to be very disappointing.</p>

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<p>This is a fabulous service. I cherish it. Keep up the good work.</p>
<p>It was great! It allowed me to find and read a book currently out of print that I was unable to locate anywhere else. I thought I would never find the 1st book in the series.</p>
<p>I love the service provided..hope the system grows in terms of libraries . .improving speed of searches, available but my request is not able to be filled. Noticed with Hillsborough County and Polk County. Loan for 30 days..David Till</p>
<p>I love the convenience of looking for a book when I think about it at home at any time. Thank you for the service.</p>
<p>Great service! The searching feature should include a way to limit to AV items.</p>
<p>Both my daughter and I used the service.</p>
<p>Very Long Jeanne DeArmond</p>
<p>A great service. Sitting at home to order a book to local library. What could be better?</p>
<p>I think it would be great if I could reserve a book from my local library online through Alleycat...here are a lot of books I would have taken out had I been able to reserve them online as I can with books from other libraries.</p>
<p>This service is the greatest thing since sliced bread! ..two occasions the audio cassettes have broken & I am in fear to return them since both times the audio books have been from other libraries ..dozens of audiobooks from Alley Cat ..McGeevy</p>
<p>This is a great service (and I like the name too)! I'm a library freak and I routinely use many databases to help me find what I want. Alley Cat is one of the easiest to use. (SEE SURVEY -Name of search button) Gena Cox</p>
<p>Generally speaking, I think this is a good service. LENDING ISSUE - LONG SEE SURVEY - MARTHA WATSON</p>
<p>It seems to me Sarasota County's inter-library loan policies are outrageous LONG NOT ABOUT ALLEYCAT -RWSINFLORIDA</p>
<p>This is a wonderful service. My county is not a large county and our libraries do not always have the same selections larger counties have. It is great to have access to all these books.</p>
<p>I'M THRILLED TO HAVE SO MANY MORE BOOKS TO ACCESS. THANKS FOR THE SERVICE. KEEP UP THE GOOD WORK.</p>

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<p>Being able to get stuff from other libraries is very cool. :) Thanks for the service!</p>
<p>My library is Largo and I cannot reserve high demand books thru Suncat and I seem to have more results using Alley Cat, I love the convenience of reserving the books.</p>
<p>Too often, weeks after submitting the request, I finally get a message that the item is not available.</p>
<p>It is only frustrating if you service is not working or I ask for a book and after waiting for a while find out I cannot have it for some reason that is not explained. I homeschool my teen aged daughter and find this service invaluable...lauranne schooling</p>
<p>this service allows me to find more books from my home computer! The only comment I</p>
<p>I find alleycat very user-friendly. It makes accessing library books so much easier.</p>
<p>I think there are some ways that Alleycat could improve to be more efficient. The website often times out for me. I've often put in the title of a book and if I don't have it EXACTLY right, it won't turn up any results. MORE RENEE GRAWAY</p>
<p>I think Alleycat is a wonderful idea, but you need to be aware that the local libraries have been told NOT to tell their patrons about this service ..MORE DUNDEE28</p>
<p>Alleycat is a great service!</p>
<p>Only list available items on alleycat. Often audiobooks, videotapes and CD's are refused when requested. If they can not be requested remove them from the list so I do not waste time trying to request them.</p>
<p>System could be more easily used if an advanced search could be included in the patron mode. Title search sometimes acts as a 'keyword' search, giving false hits.</p>
<p>Thank you very much for providing this wonderful service!</p>
<p>Alleycat lists books available through SunLine but then you can't make a request for them..[would like this feature added to the software]</p>
<p>Do not know how long it took to received item. Some of my requests have not been filled and I was not notified that it couldn't be filled. This would be helpful.</p>

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There is some delay between the email notification that an item is ready for pickup, and when it is actually ready. I have been waiting over two weeks, and the book is still not at my library!

This is a very good service. Great Job. Keep it up !!

Alleycat has been nice to find those books/tapes that help fill out what my library system doesn't have. Keep up the good work!

If there is a charge, which has sometimes been hinted at, I feel they should tell the user exactly how much it would be, instead of telling them it could be as much as \$5.00! Who wants to pay that much - not !!

It's been sometime since I requested a book from this service. The above answers are to the best of my knowledge.

Great service!...[suggestions Manuela Perez]
I really can't complain since the library so wonderfully allows me to order and have access to these vast amounts of items and I thank and commend all of you for that.
Thanks for your time,

it is so easy to use, and it makes getting books and movies from all over the area so easy--I love it!!!! don't get rid of this service!!

Extremely helpful...thank you.

I am delighted with the fact that access is available to a large number of selections and that we can enjoy them from across the whole system. Truly a great idea and well worth using and easy to use. [Questions Donna]

I didn't even know I was using it...put in wrong..because it was some strange book I had never even heard of..they have never been able to get a book on my subject GOUT.

Thank the people responsible for designing Alleycat....it is the best thing since ice cream cones.....I am a volunteer at the Library and encourage all people who have cards to sign up for Alleycat....it is very easy.

I have encouraged all members of the family to use Alleycat and have sung your praises highly. Super to have the extensive collection of books to choose from.

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<p>SunCat used to tell one where one was on the wait list, i.e., 5 of 18 requests. That was kind of nice.</p>
<p>I love this service. Thank you so much!!</p>
<p>I like to request books that are not yet out and to be put on a waiting list. I would like to be able to do this on the computer.</p>
<p>The process of finding a book is quite slow in operation, even though I am using a cable modem. Thanks for the service. It has been incredibly helpful.</p>
<p>long comment... Even with all the unfilled book requests that I've had, I still think you offer a wonderful service and I hope it continues to improve. [Angela Holleran]</p>
<p>Very happy that this service is available to our family. We will continue to use. Thanks</p>
<p>I enjoyed using alleycat, I got the books I wanted when I wanted them. I will be using alleycat in the future.</p>
<p>Many times my request "expired" and I never received any of the requests I made. I think only 1 request ever came through for me. So I find it unreliable. Since I am a homeschooler, I need dependable and quick response time.</p>
<p>IT IS WONDERFUL TO GET BOOKS THAT I WOULD NOT OTHERWISE BE ABLE TO BORROW.</p>
<p>I think Alleycat is a great service, and I am always impressed by how quickly the items I request are delivered to me. However, I do find the search screen unattractive and off-putting.</p>
<p>When I request books using Alleycat we are only allowed to keep them for 3 weeks instead of the usual 4. It would be nice if we could keep them 4 weeks as well.</p>
<p>It is a wonderful service and has made so many more books available to me. Between our cooperative and alley cat, I have not had a book that I have not been able to get. I thank all of you for your efforts to make books more available to me.</p>
<p>I am very experienced with the computer and using the internet. Perhaps, you could have both mini-tutorials in person and on paper to help those less experienced.</p>
<p>I am so very happy to know about this service and I have used it many times.</p>

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LOVE IT!
I think it works wonderfully. I just wish we could keep the books longer sometimes or have the option to renew
Numerous times I have requested a book and a library that had the holding was unwilling to loan it out. If they're unwilling to loan an item, don't include it on the list.
Alleycat is a wonderful service. Please continue to provide this excellent service.
Thank you for the concept and the ability to order nearly any book I want! I have nothing but compliments for every step of the process, as well as the ability to order books online. Again, thank you!
As I remember I was "delighted" when I received the book quicker than I had expected. The service worked well for me.
Alleycat is a wonderful service. We appreciate being able to use it.
I have used Alleycat several times and have always been happy with the service. There is only one book that I did not receive but later got it from my local library.
allow books to be delivered to my home library from in town libraries. be wonderful if I could request a book from Pinellas Park or the main library on 9th or even Clearwater. be helpful to make that request from home on my own computer. [RachelCVT]
It would be nice to avoid entering my email repeatedly. Can it not be saved? When the results of your search are shown, the information is down and very far off to the right. It is cumbersome.
This is a wonderful service. Thank you for providing it. angelvycki@msn.com
It is a superb service, like nothing I have ever seen or heard of. I try to tell friends, of it and its vast inventory...almost unlimited, of material. Thank you VERY much and Good Luck in your continuance.
Greatest service on the WWW!
I like using Alleycat since it is easy to look up books and easy to request an item. But sometimes it takes a long time to get the book. [indicate why not getting book , why unfiled cancelled] Debbie Hicks
Sometimes it is difficult to tell what is going on when the search results are displayed. book may be listed several times and all I can do is hit the button to make the request and then wait a few days or weeks to see what happens.

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I really like the convenience of having the resources equivalent to a major university library available in Sarasota county. The only thing not available are scientific periodicals. [source stated for journals Larry Wickert]

I have received excellent service on all the requests I have made.

Occasionally it will tell me my card number is invalid or not let me reserve a book that is available. I just try again later. Considering it has to work with so many different library systems, I think it works very well over all.

Alleycat's service has declined in recent weeks They tried to make alleycat too many things to too many people. It used to be that alleycat was tremendous and the service outstanding.

Excellent service! I wish all communities had something like this. In Illinois it was impossible to get a book from a library out side of the town you lived in, let alone the county.

I am so very appreciative of this service and use it frequently. This is such a wonderful program and I am so glad I can obtain titles not owned by the Pasco County system. Kudos!

Great service--really expands my access to books! My only disappointment is that Alleycat doesn't have all the books I want...wish I could pick up my books at a location closer to me, such as the North Branch..

Did not look carefully - but if the book is hard cover or soft cover it should say so. I find the soft cover too small to read - I do not need large print but regular print.

For the past six days, I have not been able to access Alleycat. I hope this is just a temporary setback since I am completely satisfied with this wonderful library service.

Very Long comment about Sarasota dealing with email and receiving time. [Debbie Trice]

Twice now I have received an e-mail from you saying the book is at the Largo library and I have never been called by the library to come in to get the book. When I ask them their response is that they have no idea where the book is.

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On one occasion, the material never showed up at the library.
I do like the convenience of doing searches, etc., from home.

it would be nice to know the status of some interlibrary loans, since it usually takes at least a month to retrieve. other than that, alleycat is a great service. the library resources of the world are at my fingertips.

I am VERY happy to have the additional resources of libraries from everywhere at my disposal. This is a wonderful program. I have used it since it started and watched the addition of libraries that participate. Thank you for providing this.

Extremely slow, also must return to circulation desk. Pasco county libraries do NOT have convenient hours (or extensive) and could not put in box...overall, Interlibrary Loans have this whole system COMPLETELY beat.

Alleycat is easier to use and works better and faster than St. Petersburg's own system for requesting books...Its too bad we even need Alleycat. Why can't we have one library system for the entire central Florida area?
Thanks!

This is a FANTASTIC service;..So far I've received everything I've asked for through this system in two to ten days and I'm thrilled.
Thanks for the great service.

it would be great to access a listing of available books from my computer at my office. ..Don't know if that is statewide or just a county policy. Such access would be an additional boon.

I tend to forget about Alleycat. Perhaps it needs a bit more promotion.

I marked all the answers for the time frames from request to receive because it varies.
Suggestion provided passed on to Ken to see if it can be done. [Linda Dunn]

I think it's great. I was taking an online course ..bookstore at \$75...didn't want a permanent copy...received well in advance of the time I needed it...I love it because I can use it through my home office computer and don't have to waste gas ..[hadley]

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This service is invaluable to me. ..I use this service to order audio books...limited time to peruse the library..I like being informed by e-mail..Thanks for making my life easier! [Marti Garratt]

I think this service is WONDERFUL!!! I'm a homeschooling mom and having a larger pool of books to choose from is REALLY helping out!

Long comment .. ALL my problems with Alleycat have been because my local library and it have not figured out how to effectively coordinate and compliment services. [uudre]

I frequently get a message that a book I'm interested in is not available for loan. Would like to see less of this.

long comment about videos then..Thanks for this system, it worked as well as I had anticipated and no fault in the system if the requested library refused to release the items [Donna Joseph]

Sometimes when I request an item, I get a message saying that the library that has that item is not willing to loan it out. If that is the case, it should not be listed on Alley Cat.

It is a wonderful service that I am very grateful for. ...[comment about willing to pay]..Thanks for the opportunity to do this survey.

I usually look up an author to find all the books by them. I would like to be able to select more than one book at a time so that I do not have to duplicate keystrokes. Many times I am ordering 4-5 books at a time.

I think the service is great - the only complaint I've had so far is that I've made requests for books/videos that were listed as available and then received a notice via email a week or so later that the book/video I requested was unavailable.

My only comment pertains to after the actual Alleycat use experience..my patron record showed that I still had it. I received a couple of phone calls asking me to return the book when I already had, ..I see it has finally dropped off of my patron record.

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The main difficulty I've had with Alleycat involves books that are within my so-called home library system...st-pete,..I cannot request.. local library system catalogs show the very same book as not existing. [Israel Capote]

Excellent service from the excellent Selby Library.

is there anyway you could speed up the search function?

Otherwise, I am Extremely satisfied with the service!

Make it easier to request the library purchase unabridged books on tape.