## Westmoreland Library Network Online Catalog Survey

1. How long have you been using our online catalog?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Started when first offered</td>
<td>67.1%</td>
<td>289</td>
</tr>
<tr>
<td>Started this year</td>
<td>11.1%</td>
<td>48</td>
</tr>
<tr>
<td>Started within the last year</td>
<td>18.3%</td>
<td>79</td>
</tr>
<tr>
<td>Started within the last month</td>
<td>3.5%</td>
<td>15</td>
</tr>
</tbody>
</table>

answered question 431
skipped question 11

How long have you been using our online catalog?

- Started when first offered: 67.1% (289)
- Started within the last year: 18.3% (79)
- Started this year: 11.1% (48)
- Started within the last month: 3.5% (15)
Westmoreland Library Network Online Catalog Survey

2. How often do you logon to our online catalog?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Every day</td>
<td>11.4%</td>
<td>48</td>
</tr>
<tr>
<td>Two or more times a week</td>
<td>25.4%</td>
<td>107</td>
</tr>
<tr>
<td>Once a week</td>
<td>23.9%</td>
<td>101</td>
</tr>
<tr>
<td>Every two weeks</td>
<td>15.6%</td>
<td>66</td>
</tr>
<tr>
<td>Once a month</td>
<td>15.2%</td>
<td>64</td>
</tr>
<tr>
<td>Less frequently</td>
<td>8.5%</td>
<td>36</td>
</tr>
</tbody>
</table>

answered question 422
skipped question 20

How often do you logon to our online catalog?

- Two or more times a week: 26.4% (107)
- Once a week: 23.9% (101)
- Every two weeks: 15.6% (66)
- Once a month: 15.2% (64)
- Every day: 11.4% (60)
- Less frequently: 8.5% (36)
# Westmoreland Library Network Online Catalog Survey

## 3. What features do you use?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail notification</td>
<td>55.9%</td>
<td>243</td>
</tr>
<tr>
<td>Favorite author alert</td>
<td>6.4%</td>
<td>28</td>
</tr>
<tr>
<td>Pay fines online</td>
<td>6.2%</td>
<td>27</td>
</tr>
<tr>
<td>Reading list</td>
<td>28.0%</td>
<td>122</td>
</tr>
<tr>
<td>Renew</td>
<td>74.3%</td>
<td>323</td>
</tr>
<tr>
<td>Requests</td>
<td>81.1%</td>
<td>353</td>
</tr>
<tr>
<td>None of the above</td>
<td>3.7%</td>
<td>16</td>
</tr>
</tbody>
</table>

**answered question** 435  
**skipped question** 7

![Bar chart showing the percentage of responses for each feature used in the survey.](image)
Westmoreland Library Network Online Catalog Survey

4. On average, how quickly did you receive your requested item?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within 3 days</td>
<td>38.9%</td>
<td>163</td>
</tr>
<tr>
<td>Within 7 days</td>
<td>38.9%</td>
<td>163</td>
</tr>
<tr>
<td>Within 10 days</td>
<td>10.5%</td>
<td>44</td>
</tr>
<tr>
<td>More than 10 days</td>
<td>3.8%</td>
<td>16</td>
</tr>
<tr>
<td>N/A</td>
<td>7.9%</td>
<td>33</td>
</tr>
</tbody>
</table>

Answered question 419
Skipped question 23
Westmoreland Library Network Online Catalog Survey

5. On average, how satisfied are you with the wait time for your requested item?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Not satisfied</th>
<th>Less than satisfied</th>
<th>Satisfied</th>
<th>Very satisfied</th>
<th>Rating Average</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level of satisfaction</td>
<td>0</td>
<td>3</td>
<td>135</td>
<td>244</td>
<td>3.63</td>
<td>382</td>
</tr>
</tbody>
</table>

Answered question: 382
Skipped question: 60

On average, how satisfied are you with the wait time for your requested item?
### Westmoreland Library Network Online Catalog Survey

#### 6. How did you learn to use our online catalog?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online catalog help feature</td>
<td>10.5%</td>
<td>45</td>
</tr>
<tr>
<td>Staff assistance</td>
<td>39.3%</td>
<td>168</td>
</tr>
<tr>
<td>Trial and error</td>
<td>42.5%</td>
<td>182</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>7.7%</td>
<td>33</td>
</tr>
</tbody>
</table>

**answered question**: 428

**skipped question**: 14

### How did you learn to use our online catalog?

- Online catalog help feature
- Staff assistance
- Trial and error
- Other (please specify)

### # Response

1. My dad helped me where to put my bar code and password but I figured it out myself. I seen my dad do it and my friend.
2. High school
3. A hand-out paper from my library to get me started, then trial and error as I explored the catalog's features.
4. Son
5. I know how computers work
6. high school
7. general familiarity with other online catalogs
8. All of the above. Mostly trial and error, but staff assistance was invaluable.
9. It was simple enough to figure out. I just went on and did it. there was no error to my trials!
10. Have used similar system before
11. Myself
12. My mother taught me
13. Helen
14. My mom told me about it.
15. Self-taught
17. My husband has graciously instructed me on using this wonderful service. Also, staff assistance.
18. My middle school used the same library system.
19. A former employee of the library told me about this feature.
20. My wife uses it and she showed me.
21. Was familiar with online catalogs from previous residency.
22. Self taught- I'm familiar with this.
23. Easy to teach myself.
24. Mom's help.
25. My mom.
26. I volunteer at library.
27. Myself - It's really very self-explainatory.
28. Figured it out myself. It's simple to use.
29. Friend
30. Already knew how to use online catalogues from University.
31. Know how to use computers
32. System is un-usable
33. Friend showed me how to use it.
Westmoreland Library Network Online Catalog Survey

7. What is your age?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-18</td>
<td>5.7%</td>
<td>25</td>
</tr>
<tr>
<td>19-34</td>
<td>14.5%</td>
<td>63</td>
</tr>
<tr>
<td>35-50</td>
<td>32.6%</td>
<td>142</td>
</tr>
<tr>
<td>51-65</td>
<td>29.2%</td>
<td>127</td>
</tr>
<tr>
<td>65+</td>
<td>17.9%</td>
<td>78</td>
</tr>
</tbody>
</table>

answered question 435
skipped question 7
Westmoreland Library Network Online Catalog Survey

8. Are you Male or Female?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>19.7%</td>
<td>84</td>
</tr>
<tr>
<td>Female</td>
<td>80.3%</td>
<td>342</td>
</tr>
</tbody>
</table>

- **answered question** 426
- **skipped question** 16
### Westmoreland Library Network Online Catalog Survey

**9. Which library do you use the most?**

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adams Memorial library</td>
<td>14.9%</td>
<td>63</td>
</tr>
<tr>
<td>Bookmobile</td>
<td>0.2%</td>
<td>1</td>
</tr>
<tr>
<td>Belle Vernon Public Library</td>
<td>0.7%</td>
<td>3</td>
</tr>
<tr>
<td>Caldwell Memorial Library</td>
<td>1.9%</td>
<td>8</td>
</tr>
<tr>
<td>Delmont Public Library</td>
<td>5.2%</td>
<td>22</td>
</tr>
<tr>
<td>Greensburg-Hempfield Area Library</td>
<td>8.3%</td>
<td>35</td>
</tr>
<tr>
<td>Jeannette Public Library</td>
<td>0.9%</td>
<td>4</td>
</tr>
<tr>
<td>Ligonier Valley Library</td>
<td>2.6%</td>
<td>11</td>
</tr>
<tr>
<td>Manor Public Library</td>
<td>1.2%</td>
<td>5</td>
</tr>
<tr>
<td>Monessen Public Library</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Mount Pleasant Public Library</td>
<td>9.7%</td>
<td>41</td>
</tr>
<tr>
<td>Murrysville Community Library</td>
<td>27.0%</td>
<td>114</td>
</tr>
<tr>
<td>New Alexandria Public Library</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>New Florence Public Library</td>
<td>3.3%</td>
<td>14</td>
</tr>
<tr>
<td>Peoples Library - Lower Burrell</td>
<td>3.5%</td>
<td>15</td>
</tr>
<tr>
<td>Peoples Library - New Kensington</td>
<td>2.1%</td>
<td>9</td>
</tr>
<tr>
<td>Rostraver Public Library</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Scottdale Public Library</td>
<td>4.7%</td>
<td>20</td>
</tr>
<tr>
<td>Sewickley Township Library</td>
<td>4.3%</td>
<td>18</td>
</tr>
<tr>
<td>Smithton Public Library</td>
<td>0.2%</td>
<td>1</td>
</tr>
<tr>
<td>Trafford Community Library</td>
<td>2.1%</td>
<td>9</td>
</tr>
<tr>
<td>Unity Library</td>
<td>2.4%</td>
<td>10</td>
</tr>
<tr>
<td>Vandergrift Public Library</td>
<td>0.5%</td>
<td>2</td>
</tr>
<tr>
<td>West Newton Public Library</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Youngwood Public Library</td>
<td>4.3%</td>
<td>18</td>
</tr>
</tbody>
</table>

**answered question** 423  
**skipped question** 19
## Westmoreland Library Network Online Catalog Survey

10. How long does it take you to get to the library you use the most?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 15 minute drive</td>
<td>80.0%</td>
<td>337</td>
</tr>
<tr>
<td>15-30 minute drive</td>
<td>9.7%</td>
<td>41</td>
</tr>
<tr>
<td>30-45 minute drive</td>
<td>2.4%</td>
<td>10</td>
</tr>
<tr>
<td>45-60 minute drive</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Over 60 minute drive</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>I walk</td>
<td>7.8%</td>
<td>33</td>
</tr>
</tbody>
</table>

**answered question** 421

**skipped question** 21

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The bar chart shows the distribution of responses to the question on travel time to the library you use most. The chart highlights that the majority of respondents (80.0%) spend less than 15 minutes driving to get to the library. Other response options include 9.7% for 15-30 minutes, 2.4% for 30-45 minutes, 0.0% for 45-60 minutes, 0.0% for over 60 minutes, and 7.8% for respondents who walk.
Westmoreland Library Network Online Catalog Survey

11. Which county do you live in?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Westmoreland County</td>
<td>95.1%</td>
<td>405</td>
</tr>
<tr>
<td>Allegheny County</td>
<td>0.9%</td>
<td>4</td>
</tr>
<tr>
<td>Armstrong County</td>
<td>0.5%</td>
<td>2</td>
</tr>
<tr>
<td>Beaver County</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Butler County</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Cambria County</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Fayette County</td>
<td>2.6%</td>
<td>11</td>
</tr>
<tr>
<td>Greene County</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Indiana County</td>
<td>0.9%</td>
<td>4</td>
</tr>
<tr>
<td>Somerset County</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Washington County</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0.0%</td>
<td>0</td>
</tr>
</tbody>
</table>

answered question 426
skipped question 16
Westmoreland Library Network Online Catalog Survey

12. Has your use of the library increased or decreased in the past two years?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increased</td>
<td>95.9%</td>
<td>397</td>
</tr>
<tr>
<td>Decreased</td>
<td>4.1%</td>
<td>17</td>
</tr>
</tbody>
</table>

answered question 414
skipped question 28

Has your use of the library increased or decreased in the past two years?
Westmoreland Library Network Online Catalog Survey

13. Do you have any comments you would like to share about the online catalog system?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>answered question</td>
<td>195</td>
</tr>
<tr>
<td>skipped question</td>
<td>247</td>
</tr>
</tbody>
</table>

Number | Responses
--- | ---
1 | I really like this system. It has provided me with a number of books I really wanted to read but did not know were available. Searching for a book which I know the author or title is very easy. It is a very nice feature to be able to renew online and make requests from home. I was very disappointed when it was shut down due to the state's budget crisis. Please keep this system. Thanks
2 | The bookmobile is wonderful and my kids love it!!! Great its better than video games.
3 | I love the new system! I read more since I tried the new system! I like how you can see in the catalog if the library has a book you want or movie.
4 | This is a great advantage which enables the usage of books more readily, I suggest this to everyone. Thank you. Keep up the great work.
5 | When I come across a recommended book, I love to be able to access the library resource catalog to see if it is available. If I can't get it at my library, it's nice to be able to get it from another one.
6 | Love it!
7 | I think this system if terrific!!
8 | Love it!
9 | A very useful service! I love how I can hear about a book/topic, and then sit down at my home computer and request it, and have it in my hands within a week.
10 | I love this system!! I wish Blairsville Library was on here too because I live very close to the county line! They have a lot of books on the subjects I like. I wish that I could customize my patron page to my branch. Have the hours to my branch on the page where I renew and check my titles so if I want to run to Caldwell it lists Caldwell's hours not Adams. It would be nice to be able to put in a personal review or content description of the book. And an "if you liked this you would also like that" comment. That helps a lot when you are requesting a book online where there is no one to ask. Please know these are just suggestions. I love this service please keep it going!!!!!!!
11 | I LOVE IT! It is so convenient. We have come to love the library!
12 | Thank you for everything the Library provides.
13 | I love being able to have access to all the libraries to get my books. Love this program and use it a lot!!! Please keep offering it...
14 | I like being able to request and renew books online!
15 | I appreciate the online catalog system very much! It has made requesting, picking up and returning items to the library so easy. It is a great service and I hope that it will be continued.
16 | a valuable asset, and has absolutely affected my use of the library in a positive way!
17 | This is a wonderful system. I use it for myself and my 11 year old son has used it to find books by his favorite authors. Please, Please, continue this service! This allows me to get new books sooner than they would be available at Peoples Library (my home library) and also supplies a broader range of older titles. Thank You for this great service.
18 | its great
19 | maintain a collection that prioritizes authors who write literature rather than those who write entertainment and popular fluff
I would not be happy without it.
Works well for me.

Getting books and dvds are very simple and I receive my requests quickly. I appreciate the service very much. Thank You.

I find this feature to be fabulous! I live in the country-Bell Township. I love to read and research many topics. The online catalog system makes a much larger selection available to me. It helps to equalize the library services in the area.

the allegheny county's site has some nice features that you should explore

It's a great tool. Thank you!!!!
Not only have I been reading more, but my children have been reading more. It's so easy and convenient to get the books we request. We love the online catalog system.

I love the convenience of renewing on-line.
when I bring up a selection form the new titles list, there is rarely away to click, and return back to the list of new titles.
The online catalog system has been great.

I love the on line catalog. It has been very helpful and convenient to use.
I hope to use it more in the future and to begin taking advantage of some of the features I have not used to date.

Thank you.

It's great! Thanks for funding.
I love the online catalog system. Thank you for offering it. I hope that you will have your online language learning system in place soon. Looking forward to learning a second language.

It's great! It's very convenient to renew on-line and to place a request on-line.

Great service - please continue - I like the ability to renew on-line

What I like least is looking up books online and having the list include items from all the participating libraries. Is there a way just to have the items in the Murrysville collection show up?

Very user friendly!
I love the new accessibility of the library catalog system. As a homeschooling family, it is a great relief to be able to order many of the books that we need from the library. It saves time to be able to search ahead for the books that we would like. It also enables us to have more time to look for additional fun reading books while we are at the library.

Thank you for taking the time to make the online catalog system available.

I love the online catalog system. It helps me find books at home rather than schlepping to the library. I save time and gas by doing this. It also lets me request the books, know when they are due and need to be renewed. I didn't know about paying fines, but as someone who has been known to be late about getting books back, I'll have to try it sometime in the future.

I love the online catalog system!! I don't have time to browse during the day at the library, but I do most of my searching and requesting in the evenings from home when I have more time. I like the reminders that I get when I have a book due, or a request ready for pick up. I also like that I can renew on line.

Wonderful system!
Library is great and I have become a snowbird in last year so spend part of year in Fla. I use libraries there and feel Adams' site is more user friendly. Being connected to all libraries in system is great. Both husband and I are avid readers.

love it! so convenient! love to be able to request book from home, best new thing ever!
I love the online system! It's so easy to use and puts me in touch with lots of materials that I otherwise wouldn't have access to. I especially enjoy being able to research materials online and know whether or not an item is in. I also really appreciate the quality of my local library's collection. For such a small town, Ligonier's library is fantastic.

The online catalog system increases the holdings of every library within its area. It is absolutely essential as a way of curbing purchases costs. It was sorely missed during that period when it was not available.

Difficult to answer Q1 with response options given. I have been using the online catalog since 2008, which was not one of the options. For Q6, my use of the library has remained constant over the past two years. It is frustrating to not have all possible response options available. This may affect the validity of your data. Overall, the online catalog is great. However, the value of the library significantly decreases when the transporting of materials between libraries was stopped due to state funding shortages. I would rather have a long wait but have access to a wider selection of holdings. (My library use was significantly higher when I lived in Allegheny County. Many of the items I want are not available in any library in Westmoreland County.)

I love it!

I hope it stays in place. It's been very convenient.

This has been the most amazing improvement to using the library!

I have noticed that some of the libraries don't send out requests even when they have been renewed/reactivated. Also, when I get on a waiting list - and I don't mind waiting my turn - I believe certain libraries don't send the items out in order of the list. Recently and I am still waiting a month later, I was number 2 (Crazy Heart) and number 4 (It's Complicated) for these movies. I got on the list the day both came out and as a check my account to see if I am anywhere near to getting them I can see they have been repeatedly checked out to others who I know darn well were after me on the list. A perfect example, my sister received the Blind Side before I did and she signed up for it way after I did. Also, sometimes when I order an item on the new release option, it will show "0" items and not just because it has been checked out. The library does have it it just hasn't been updated with the right links/program, so I don't truly know if I will actually receive it or not. This seems to be true particularly with the smaller libraries such as Manor. It would be helpful if on the main page when you use the drop down menus to see the individual libraries and I think this is a wonderful program.

I love it!

I love the online request feature!!!

I love the online catalog system. I'd be lost without it. Thank you so much.

It's okay. But, when I need to look for children's items, the "Children's Catalog" won't let me limit it to a particular library. Kinda Dumb not to have that feature.

Please, please keep it! Forever! It is sooo much easier to go on-line (usually late in the evening), request a book and then pick it up when I've been notified it's in. Otherwise, I have to remember to actually go to the library when they are open to look for the books I want... and I usually get busy and don't get there. Now, I can just stop in and grab the books waiting for me.

Keep up the good work...also, I love the checkmarks used in this survey...what font is that?? I know, strange question...but what question is too hard for a resource librarian? We love being able to check everything online...a huge help! Thank you!!

Great staff at the Delmont Library!

What a wonderful service this is! I find everything I'm looking for and I'm very very satisfied! Thank you.

I like the online system very much. I reserve books weekly. The only time I've been dissatisfied was when the state budget was not passed in a timely fashion and the libraries had to cut back. This meant I wasn't able to get as many books because delivery was limited. Budgeting money to libraries should be a priority.

Love it!

I think it's nice because you can get many more books than just at one library.

Excellent and easy to use!

I love the online system!!! Please don't take it away!

I love it!

I think the online catalog is a wonderful tool. I am glad to have the opportunity to access it from home whenever I need to. I also love inter-library loan. Being able to request books from other libraries is the best!
I feel that this is an incredibly valuable service. For example, when my family is in the car, my husband drives and I read out loud to my 3 children (ages 14, 11, 8). We have read through the entire 13 novel Redwall series--many of which came from other libraries. I believe the wide range of available books at all co-op libraries allows increased interest range and is cost efficient. It is also time efficient for me to be able to renew books online.

I love this system!

It is a wonderful asset to us. I think it benefits both patrons and staff by streamlining some of the library desk tasks and by giving patrons access to search the libraries' resources and collections. This information helps to increase enjoyment and learning in both personal and professional life and benefits the community.

I just think it's fantastic to be able to get access to books that are not available at my own library.

I love the request online services.

Great system. I have been able to get movies I would like to see & books too!

It's wonderful to be able to get requested books so quickly.

Love the online system and courier service.

It is very helpful in finding books for my kids, esp. my daughter. She likes to read the entire series before moving on to another series.

Wonderful system.

I love finding books at aren't available at my local library through the online catalog. Please continue providing this service.

Best thing to do with tax payer money. Please continue to provide this service.

Love the online catalog. Convenience and large available selection. Please continue providing this service.

I like finding books that aren't at my local library. Please continue providing the online catalog system.

I like using the online catalog system to find books about subjects I'm studying at school that aren't in my local library. Please continue the online catalog system.

Usually works well.

I like it. It is very convenient especially when requesting items not in our neighborhood library. Keep up the good work.

I love this system. I am able to request book for my elderly grandmother to read. I use the system a lot for myself and my children.

I love the online system. Thank you. I learned some new things from the survey - That I could pay fines online and about the favorite author alert!

Thanks!!!

I think the online service is Wonderful. I use the library 2 or 3 times more that I did. Anytime I see a book I'm interested in I just put a request in and get it. I could have done it before but I didn't. Now it is so easy. I love it!

It's very easy to use. I'm very satisfied.

Re-new feature online is very convenient.

Very impressive and useful.

Love it! Very convenient!

Very easy to use! Thank you.

This has been the greatest help in getting all the information I ever need on all subjects without leaving home. It is wonderful to not have to travel to other libraries in order to pick up something I want that they have. Great "folks" at the library who always greet you with a smile and help in every way. Thank you all so much!

P.S. Going to my library is saving gas & a great way to go "Green"

I like it. It is very easy to use.

It's a wonderful system. My children love it too.

When I order DVDs, they are often damaged and are unable to be enjoyed. Otherwise, I LOVE this service! Thank you.

I particularly appreciate the services, Reference USA, interlibrary exchange and Book on CD

My use decreased because I go to college out of state. It's always been easy to use and efficient.
It's great! This has been a lifesaver in keeping my 89 year old father supplied with large print books and authors that he enjoys. Librarians all helpful - Thank you.

We have found so many things that we didn't know existed. Thanks!

I am very pleased with the online catalog system. It has been tremendously helpful to so easily be able to access books from within libraries across Westmoreland County. It is a wonderful system and service. Thank you!

I love the online system. I have 3 school aged children and the system helps me find and request books for them. It also keeps me organized by letting me know when my books are due and allowing me to renew online. I don't know what I'd do without it!!

It is excellent. The best one by far that I am familiar with!

Love the system. Saves me lots of money because I request new books instead of buying.

Very convenient, valuable service. Allows me to find books system-wide quickly.

I love it!

I can find anything I want to locate anytime!! It was a learning experience.

Great system! Very convenient & fast.

I find it very helpful to be able to get books from more than one library.

Have the library remain open later each week night.

Like to see each library in system specialize in particular collection or speciality and have it published in easy to see what is available.

I wouldn't use the library without it.

Excellent!

Wonderful!!

I'm online more now. My oldest no longer does the summer reading program. Love it!

I would come to the Greensburg library more if parking were free and more available. Online catalogs are fantastic & easy! Online renewals are real savers sometimes!

Very useful to keep appraised of renewals, reading lists, due dates etc. A great system.

Really like being able to pay fines online!

Excellent service.

It has increased my use of the library because I can now renew books easily without make a special trip.

I love the library! Staff are wonderfully responsive. Thank you!

Love and appreciate it!

Thank you!

Change the book shelves to read from left to right A to Z instead of rt. to left.

In terms of my using it, I don't very often because it frustrates me - gives incorrect info and I end up going to Cindy, Linda or Diane. The previous system was so much easier to query re books available here.

I complain about it every time I use it!! Thank goodness you have such a helpful and customer-oriented staff. Prior to the budget problem (Oct 09) I was getting books request from other libraries in 3 days or less.

Works great. No complaints whatsoever.

The online system is fantastic.

It is very smart to have the libraries share resources. It helps libraries avoid unnecessary duplicate buying and offers users much better variety. Cooperative sharing of materials is essential to good service. Thank you!

The catalog system is easy to use since I did a lot of trial & error and I seem to get the DVDs and books so much sooner.

No complaint. Satisfied.

I really like the fact that I can get my books a lot easier and faster now with the new system. It is very easy to use.

I am an avid reader. Two to three days to receive a books seem like a long time when I have finished reading a book and am bored watching TV. I volunteer at the Trafford Library and also realize it takes time to process a book.

I love this system. Please keep it going. Our Trafford library is the best!!

We LOVE our library! Keep funding it!
We love the convenience.
I have been extremely pleased with the online catalog system.
Great system! Very convenient.
It's the best idea ever!
A great feature. Very easy to use.
I'm running out of audio CDs to borrow! Please keep purchasing audio CDs. Thanks! Fabulous librarians!
It's simple and easy to use.
Stayed the same. Sometimes I can't get the features to work such as renewals.
I am very pleased with the system. It's convenient and efficient. It enables me to locate material that I would no have accessed before.
The children's catalog needs a feature where you can limit the search area to a specific library or even have it where it is defaulted to the specific library at the locations. Also, one should have the local availability/system on the children's as well. When you look up a subject in the children's catalog you get the title author & publisher. Why does a child need to care about the publisher?
I love accessing the catalog and my account online!
I live in North Huntingdon, Sewickley gets items fast and the service is very good at SEW.
Easy to use and convenient!
Love it! It is so nice to be able to do many of these things on my own without adding more work for the librarians.
I wish Norwin was on the same system.
I think it is a wonderful tool and it only needs to be improved by the use of a newer technology when it becomes available. Thank you!
Direction very poor web address not listed on e-mail address had to google it, not good directions for the computer illiterate.
Love it!
Can't say enough - It's Great!
The online service is very important to me. Please continue it!
Love the service!
Very "user" friendly. Nice features.
It is wonderful. I also download audiobooks. Please keep all services.
I love the library. I don't know what I would do without it!!!!
Excellent resource and I hope to learn more about it.
I am extremely glad to have the catalog available online. It has helped me find books for my use as a teacher very easily as well as to find books for my personal enjoyment and enrichment. The ability to request books from the entire system is simply invaluable.
It is a wonderful addition to the library!
The online system is wonderful! I was very upset when the state budget crisis cause it to stop. It is a wonderful addition to the library! I hope more libraries follow in the path of the Westmoreland Library Network.
Great service!
Love it! It is wonderful!
Thanks for the request/interlibrary loan option. Fantastic!
The library staff is very helpful and the service is a great thing.
Libraries are great! We need to make sure that the public knows how important it is to support public libraries. Can't live without libraries!
The librarians are very special and helpful. Thank you, Beverly McGeary.
Wonderful library...wonderful service!
Absolutely love staff (everyone) at the library. Very friendly, helpful, and considerate. I live in Mt. Pleasant but will travel to Scottdale to use this library. Thank you.
Sometimes the local availability & system availability can be confusing. Other than that - easy to use. I like the extra information available, like summaries of the books.
It has a lot of books I like, but I don't like how sometimes you can't see a picture of the book.
I love my library!
Terrible system

I think this new system is great.

It is very helpful.

Large text size on all new items list.

Jean showed me how to use it and I love it!

Love it. Keep it up.

Wonderful system - Easy to use and very informative. Would be good to be able to contact library via e-mail for cancelling a request if it's needed after the book is already enroute.

I love the staff and volunteers!

I get a lot of books and the service is excellent. Then there is a book I want it gets requested for me.

I think this feature is great.

I appreciate the availability of so many resources to help me in my preschool teaching.

Intralibrary loan.

It's terrific! Easy to navigate, good search features, easy to renew books. I borrow DVDs and books in about the same quantity.

I would like to be able to get ebooks online. I would also to have the series button to work again.

Love the online access.

Please get more manga in!

Rosalee Castelli is the best librarian ever!

I love it!