

Georgia Library PINES User Survey 2004

Results

About the Survey

Georgia Library Public Information Network for Electronic Services (PINES) has completed the first of what will be an annual user satisfaction survey to assess patron satisfaction and use of PINES resources. The survey was administered through a Web form linked from the PINES catalog public portal, www.pines.public.lib.ga.us, for one week during March 2004 (Tuesday, March 23 - Monday, March 29). The survey was available 24 hours a day during this week. A total of 2,394 usable surveys were completed.

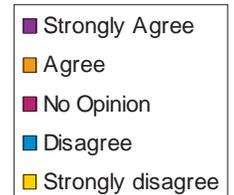
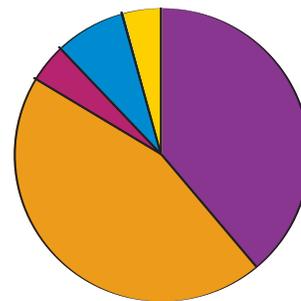
Results Summary

The percentages below are calculated from the total number of responses to each question. The total responses for each question may vary as some users did not answer all questions.

Question 1

It is easy to use the PINES online catalog:

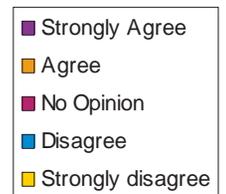
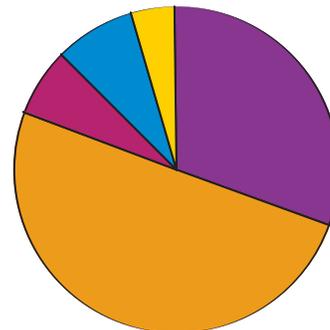
1,967 respondents (84%) agree or strongly agree that the PINES catalog is easy to use, while 272 (12%) of respondents disagree or strongly disagree.



Question 2

I typically find what I'm looking for using the PINES catalog:

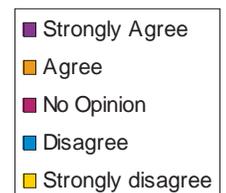
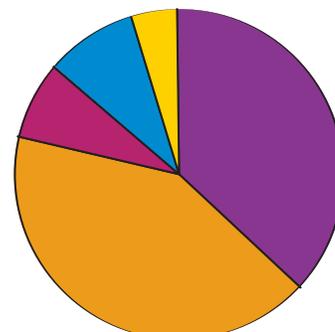
1,867 respondents (81%) are happy with their ability to locate needed materials in the PINES online catalog.



Question 3

It is easy to determine if my library owns a particular item:

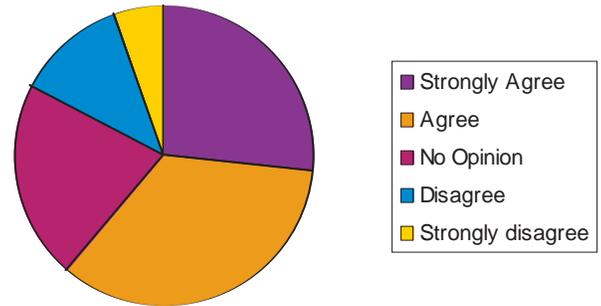
1,797 respondents (79%) agree or strongly agree that it is easy to find out if their library owns a particular item.



Question 4

If my local library does not have an item I need, it is easy to find and obtain the item through PINES:

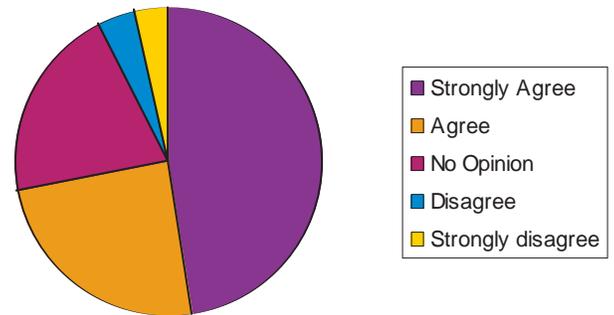
While 1,387 respondents (61%) found it easy to obtain an item from another PINES library, 505 respondents (22%) had no opinion, perhaps indicating that many users have not experienced intra-PINES lending.



Question 5

It is easy to renew my own materials through the PINES online catalog:

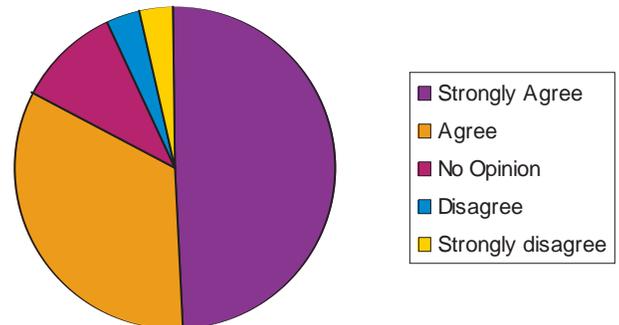
While 1,636 respondents (72%) agreed or strongly agreed that renewing items online in PINES is easy, 479 respondents (21%) expressed no opinion, again indicating that many users may not be aware of this feature.



Question 6

I would recommend PINES to my friends:

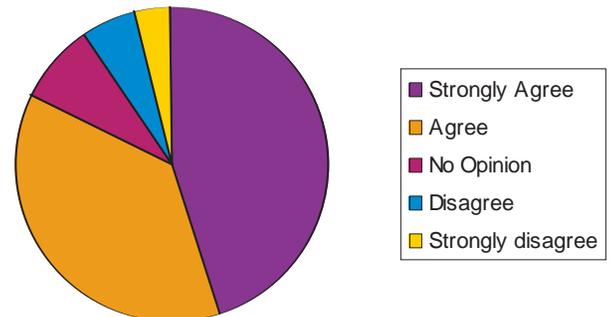
1,894 respondents (83%) would recommend PINES to their friends.



Question 7

I am satisfied with the PINES statewide library card system:

Overall, 1,865 respondents (82%) consider themselves to be satisfied with PINES.



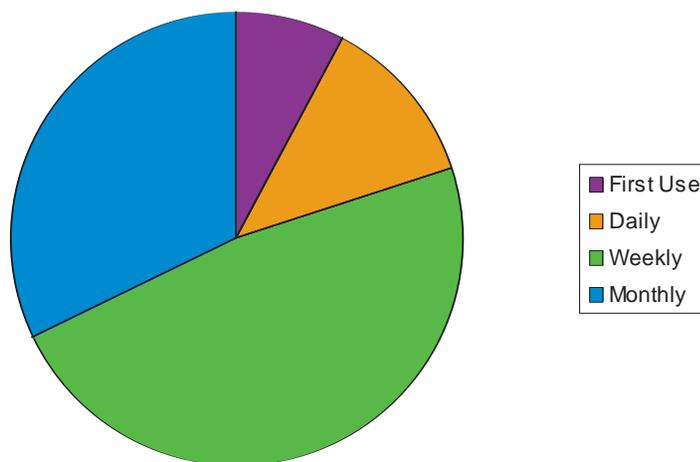
Question 8

How often do you use PINES:

2,122 respondents (92%) indicated that they use the PINES catalog at least monthly.

Frequency

First use	176
Daily	286
Weekly	1,090
Monthly	746

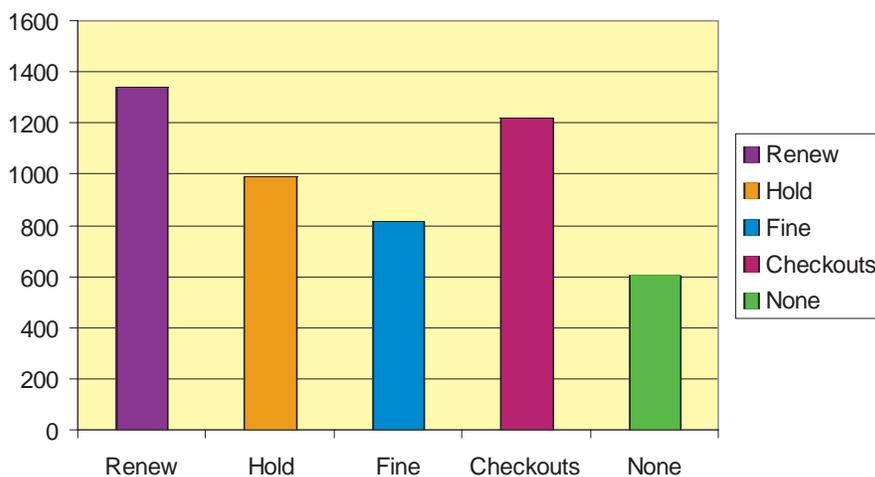


Question 9

Which of the features of the PINES online catalog have you used in the past (check all that apply):

Frequency

Renew books online	1,336
Place a hold on a book	989
Check on fines	815
See what I have checked out	1,221
None of these	605



Open-Ended Responses and Comments

I think the best thing about the PINES Statewide Library Card System is...

There were 1242 responses to this question. Many responses cited the convenience of using the PINES system from home for renewals, holds and account management. Numerous responses praised the ability to borrow materials from libraries throughout the state. Below are some selected responses. For the full list of responses, please visit <http://www.georgialibraries.org/lib/pines.html>.

- Being able to manage my account without intervention.
- I can go nearly anywhere and check out a book and I can go to my local library and get books they don't have from other libraries. It's great.
- I can get books from any of the other libraries in the system...I may not understand who is sending it to me, but I can borrow it. That's a good thing.
- The ability to treat my local library as part of a vast network owning nearly any book I may want.
- I believe that libraries are vital to the education of all...I call it "the equalizer". Libraries are accessible in most communities but especially important in areas with a lower economic base. I love that this system makes all materials available to everyone.
- It's very convenient. I like not having to pick up a phone, or go to the library to see if a book is there, or checked out, it's a nice option.
- It SIGNIFICANTLY expands the choices of books and other materials available to me. I appreciate this so much because I live in a rural part of the state with a very small local library.
- Convenience, accessibility, reliability.
- The ease with which one can view one's account status (books checked out, fines, holds, etc.) and renew books, as well as the ability to place 'PINES holds' on books one's home library doesn't own.
- I can determine if the library has the book I need and if it's in the stacks. I usually check on book availability just before I leave work in the afternoon (library only a couple of blocks away) so I can get in and out of the library quickly.
- Merging their resources! Allowing books to be check out from other libraries is WONDERFUL. This way, the Pines System is like on gigantic library making available a tremendous selection of books regardless of where the books are physically housed.
- The large number of libraries that use the Pines system. I can easily locate a Pines library in nearly any community I happen to be traveling through.
- Being able to check on items, place holds, renew materials after hours and without having to bother a librarian. The librarians are a wonderful resource and are still very available, but there are so many things that I as a user can do myself since PINES.



- I like the fact that we can borrow books around the state. I also like the fact that I can return books to another PINES location. I tend to use the library more because of PINES flexibility.
- It is truly an awesome system. It saves the time and expense of going to the library to check the catalogue or renew materials. I have also returned materials to a different location than where I checked them out which can be very convenient.

My suggestions for improving PINES are:

This question asks users to address perceived shortcomings or areas that need improvement. Two issues dominated the PINES side of this question: users wish to place holds on items throughout PINES, and they wish to borrow a/v formats from other libraries. Many users wished for all Georgia libraries to participate in PINES. Many responses targeted the shortcomings of the software and search engine, citing difficulties in using the system. Representative responses are below; for the full list of 1,064 responses, please visit <http://www.georgialibraries.org/lib/pines.html>.

- My local library is very small and very limited and it would be great to be able to reserve any items from any other library in our system, from my home computer.
- We should be able to reserve books from other libraries without calling our home library. I spend half of my time in Athens and half in Brunswick. I would like to be able to reserve titles from both places online.
- Ability to have a wider network for VHS and DVD movies instead of strictly countywide
- Get all the public libraries into the PINES system.
- Either post the library codes with the real names or just put the real names in PINES.
- Get more books! Yes, I know - it takes money, but let's light a fire under those state officials and legislators. They always seem to find money for more roads, more sports fields, etc.
- I think it is perfect the way it is.
- Sufficient funding from state and private sources to keep Pines going. I think it is shameful that the state of Georgia should short this important public service. I think they should work towards a balanced budget without costing important public services such as pines and the educational system of this state.
- I wasn't really aware that you could do all these things online. Perhaps the information should be more readily available with instructions on how to use it for those things.
- Update the site. There are many other sites that are easier to use and more attractive to look at. Surely someone can improve this site. It is clumsy and often slow.
- No improvements-very easy to use
- Just keep doing what you're doing. The more things a person can do for themselves, the better. It makes the library much more exciting than it used to be. I love the idea of renewing my own books online, and placing holds on books by myself. I think this is the greatest thing that could ever have happened... this system is wonderful! I will be glad to receive my own PIN number so that I can do these things myself instead of taking the info to my local library to put a book on hold like I have been doing the last several months.



- Allow holds to be placed throughout all pines libraries for pickup at any pines library, not just within a region, as well as multimedia holds, rather than just books. Quicker screen loading when going between screens in pines would also be great. Currently the screen loads, and then reloads before you may key in your selection. Thank you for the opportunity to submit my input. I love my library!
- Eliminate "Session Has Timed Out" feature - requiring new start
- To insure that PINES funding is continued. I have heard of possible cuts to this program. Eliminating or reducing the service in any way, would be a devastating blow to small libraries in rural areas. PINES, like GALILEO, has "leveled the playing field" tremendously, allowing me, a user in a small, rural South Georgia town access to the same materials as someone in Athens or Atlanta.
- PLEASE make it possible to request books from other libraries online. Currently, I have to take my list of books to the library and have the librarian request them for me. It would be SO NICE to be able to request a particular book be sent to a particular library! It would also be nice to be able to request videos and audios from other libraries - even if they are limited to the ones in your area
- The restrictions on borrowing new books from other libraries in the PINES system are foolish and aggravating. I don't know if this has to do with the website, but it is the single most annoying thing about the entire system. If I see one more "item does not qualify for hold" message, I may go mad.
- Get all Georgia public libraries into the PINES family

For more information:

Georgia Public Library Service
1800 Century Place, Suite 150
Atlanta, GA 30345-4304

404.982.3560, phone
404.982.3563, fax

www.georgialibraries.org/lib/pines.html

Lamar Veatch, State Librarian
Julie Walker, Georgia Library PINES Director

