

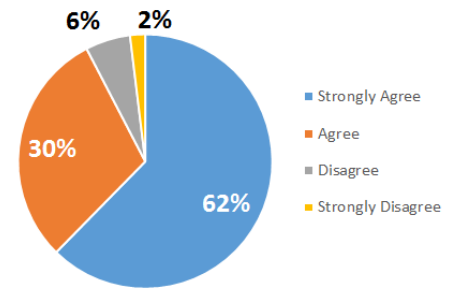


# 2019 Annual User Satisfaction Survey

The 14th annual PINES User Satisfaction Survey was conducted between April 21-27, 2019. In those seven days, 1,965 users answered our questions. Once again, the overwhelming majority of respondents indicated a high level of satisfaction with the PINES system. User suggestions for improving PINES service indicate a strong desire for: removing restrictions on placing holds on audiovisual materials, removing or reducing age protection, search word spelling assistance, improving transit times, and incorporating the non-PINES libraries into PINES.

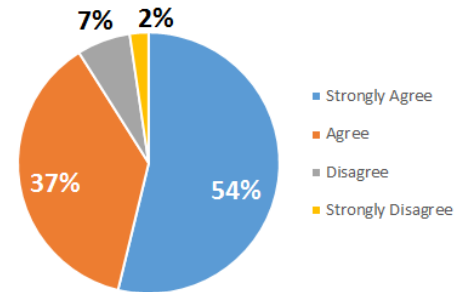
## It is easy to use the PINES online catalog.

	Responses	Percentage
Strongly Agree	1201	62%
Agree	578	30%
Disagree	110	6%
Strongly Disagree	37	2%
<b>Total</b>	<b>1926</b>	<b>100%</b>



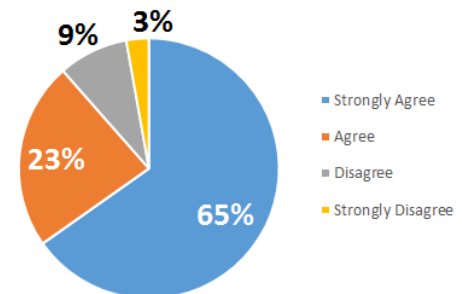
## I typically find what I am looking for using the PINES online catalog.

	Responses	Percentage
Strongly Agree	1039	54%
Agree	720	37%
Disagree	128	7%
Strongly Disagree	45	2%
<b>Total</b>	<b>1932</b>	<b>100%</b>



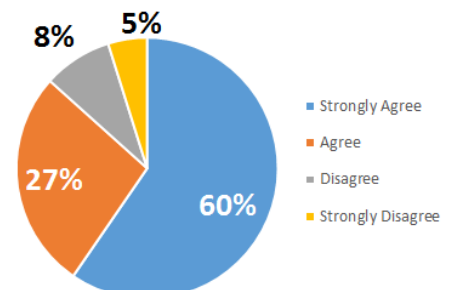
## It is easy to determine if my library owns a particular item.

	Responses	Percentage
Strongly Agree	1260	65%
Agree	450	23%
Disagree	168	9%
Strongly Disagree	54	3%
<b>Total</b>	<b>1932</b>	<b>100%</b>



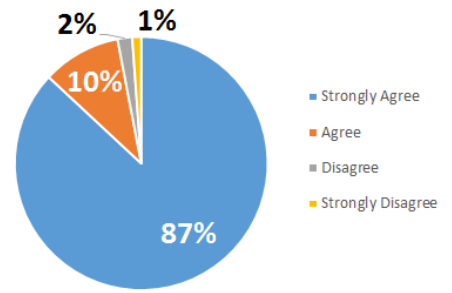
## If my local library does not have the item I need, it is easy to find and obtain the item through the PINES system.

	Responses	Percentage
Strongly Agree	1148	60%
Agree	522	27%
Disagree	164	8%
Strongly Disagree	93	5%
<b>Total</b>	<b>1927</b>	<b>100%</b>

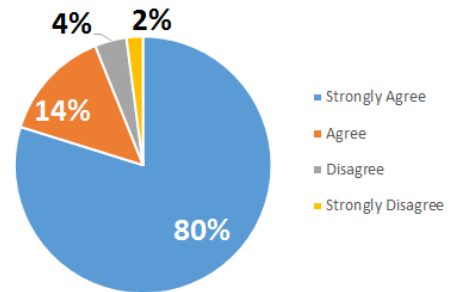


**It is easy to renew my own materials through the PINES online catalog.**

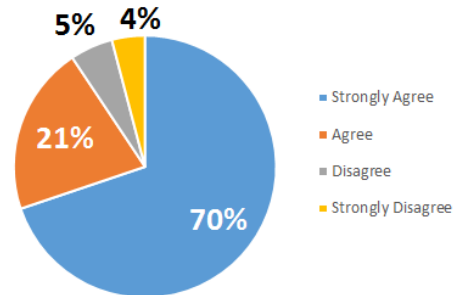
	Responses	Percentage
Strongly Agree	1671	87%
Agree	193	10%
Disagree	36	2%
Strongly Disagree	22	1%
<b>Total</b>	<b>1922</b>	<b>100%</b>


**I would recommend the PINES system to my friends.**

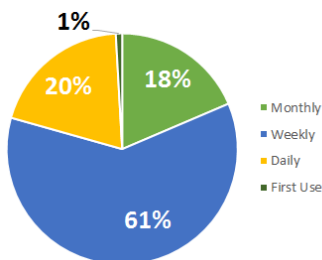
	Responses	Percentage
Strongly Agree	1534	80%
Agree	271	14%
Disagree	77	4%
Strongly Disagree	40	2%
<b>Total</b>	<b>1922</b>	<b>100%</b>


**I am satisfied with the PINES Statewide Library Card system.**

	Responses	Percentage
Strongly Agree	1345	70%
Agree	408	21%
Disagree	102	5%
Strongly Disagree	58	4%
<b>Total</b>	<b>1913</b>	<b>100%</b>


**How often do you use the PINES catalog?**

	Responses	Percentage
Weekly	1164	61%
Daily	356	18%
Monthly	378	20%
First Use	17	1%
<b>Total</b>	<b>1915</b>	<b>100%</b>


**Which PINES catalog features have you used?**

8458 Responses

