

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	6% 2%		
Strongly Agree	1201	62%			
Agree	578	30%			Strongly Agree
Disagree	110	6%	30%		■ Agree
Strongly Disagree	37	2%		62%	■ Disagree
Total	1926	100%		62%	Strongly Disagree

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

	Responses	Percentage	7% 29	6	
Strongly Agree	1039	54%			
Agree	720	37%			■ Strongly Agree
Disagree	128	7%			■ Agree
Strongly Disagree	45	2%	37%	54%	■ Disagree
Гotal	1932	100%			Strongly Disagree

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

	Responses	Percentage	9% 3%
Strongly Agree	1260	65%	
Agree	450	23%	■ Strongly Agree
Disagree	168	9%	23% Agree
Strongly Disagree	54	3%	■ Disagree
Total	1932	100%	65% Strongly Disagr

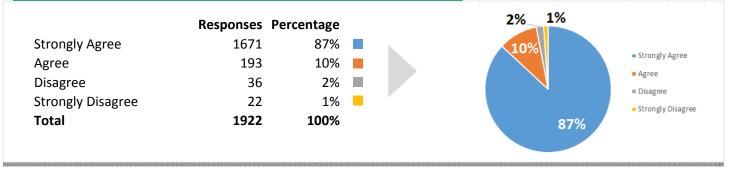
If my local library does not have the item I need, it is easy to find and obtain the item through the PINES system.

	Responses	Percentage	8% 5%
Strongly Agree	1148	60%	
Agree	522	27%	■ Strongly Agree
Disagree	164	8%	
Strongly Disagree	93	5%	Disagree 60% Strongly Disagree
Total	1927	100%	Strongly Disagree

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

APINES

2019 Annual Patron Satisfaction Survey



I would recommend the PINES system to my friends.

	Responses	Percentage		4% 2%
Strongly Agree	1534	80%		
Agree	271	14%		14% Strongly Agree
Disagree	77	4%	- 1	■ Agree
Strongly Disagree	40	2%		■ Disagree
Total	1922	100%		Strongly Disagre

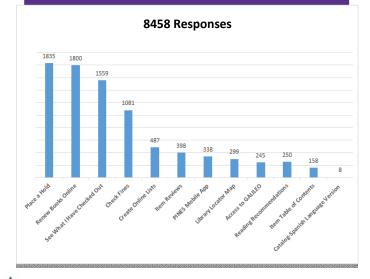
I am satisfied with the PINES Statewide Library Card system.

	Responses Pe	ercentage		5% 4%	
Strongly Agree	1345	70%			■ Strongly Agree
Agree	408	21%		210/	
Disagree	102	5%		21%	■ Agree
Strongly Disagree	58	4%			DisagreeStrongly Disagre
Total	1913	100%		70%	- Strongry Disagre

How often do you use the PINES catalog?

		Responses	Percentage	
Weekly		1164	61%	
Daily		356	18%	
Monthly		378	20%	
First Use		17	1%	
Total		1915	100%	
	1%			
		18%		
	20%	■Ma	nthly	
		■ We	•	
		■ Dai	ly t Use	
	61		t ose	
	91	.76		

Which PINES catalog features have you used?









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