

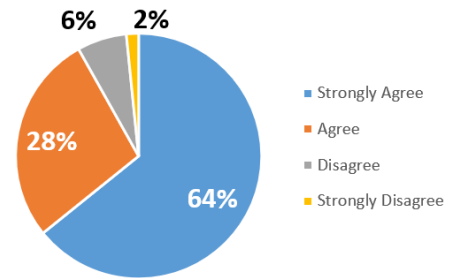


2020 Annual User Satisfaction Survey

The 15th annual PINES User Satisfaction Survey was conducted between October 18-24, 2020, and was filled out by 1,028 library patrons. An overwhelming majority of respondents indicated satisfaction with the PINES system. Patron suggestions indicate a strong desire for: removing hold restrictions on audiovisual materials between library systems, removing or reducing age protection, and search spelling assistance. The most common complaint was the long transit times which were caused both directly and indirectly by the COVID-19 pandemic.

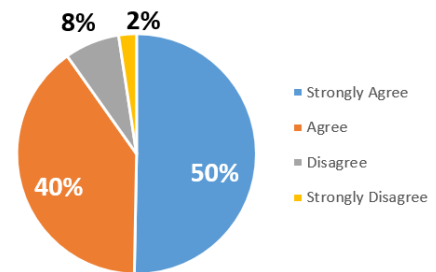
It is easy to use the PINES online catalog.

	Responses	Percentage	
Strongly Agree	640	64%	■
Agree	276	28%	■
Disagree	65	6%	■
Strongly Disagree	16	2%	■
Total	997	100%	



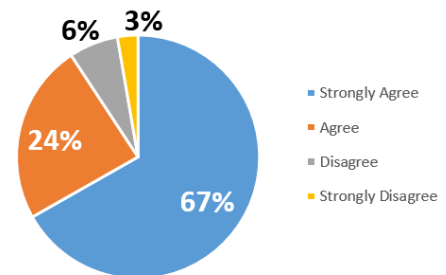
I typically find what I am looking for using the PINES online catalog.

	Responses	Percentage	
Strongly Agree	501	50%	■
Agree	397	40%	■
Disagree	74	8%	■
Strongly Disagree	24	2%	■
Total	996	100%	



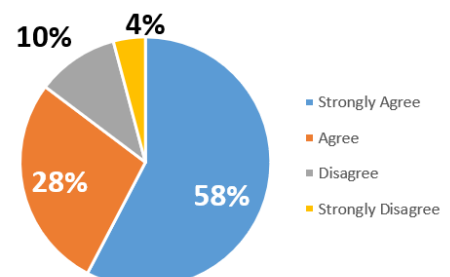
It is easy to determine if my library owns a particular item.

	Responses	Percentage	
Strongly Agree	662	67%	■
Agree	237	24%	■
Disagree	65	6%	■
Strongly Disagree	27	3%	■
Total	991	100%	



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

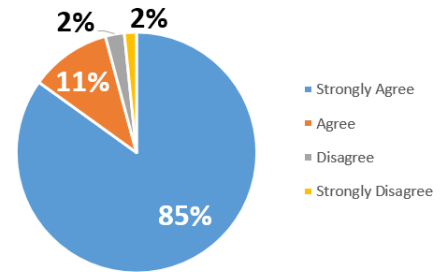
	Responses	Percentage	
Strongly Agree	572	58%	■
Agree	274	28%	■
Disagree	105	10%	■
Strongly Disagree	41	4%	■
Total	992	100%	



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

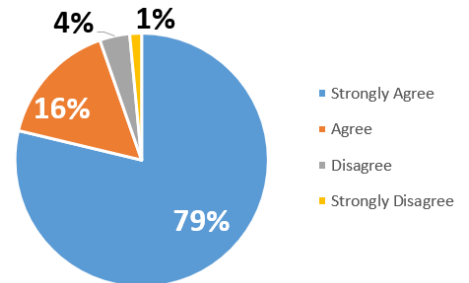
2020 Annual Patron Satisfaction Survey
pines.georgialibraries.org

	Responses	Percentage	
Strongly Agree	834	85%	■
Agree	107	11%	■
Disagree	25	2%	■
Strongly Disagree	16	2%	■
Total	982	100%	



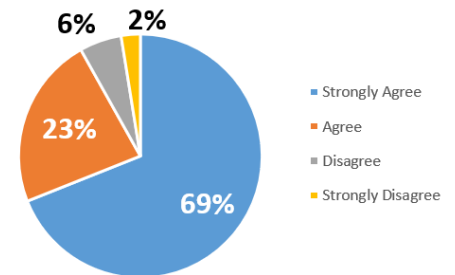
I would recommend the PINES system to my friends.

	Responses	Percentage	
Strongly Agree	781	79%	■
Agree	158	16%	■
Disagree	38	4%	■
Strongly Disagree	15	1%	■
Total	922	100%	



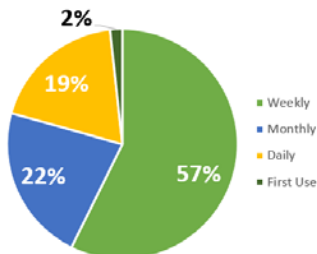
I am satisfied with the PINES Statewide Library Card system.

	Responses	Percentage	
Strongly Agree	678	69%	■
Agree	225	23%	■
Disagree	55	6%	■
Strongly Disagree	25	2%	■
Total	983	100%	

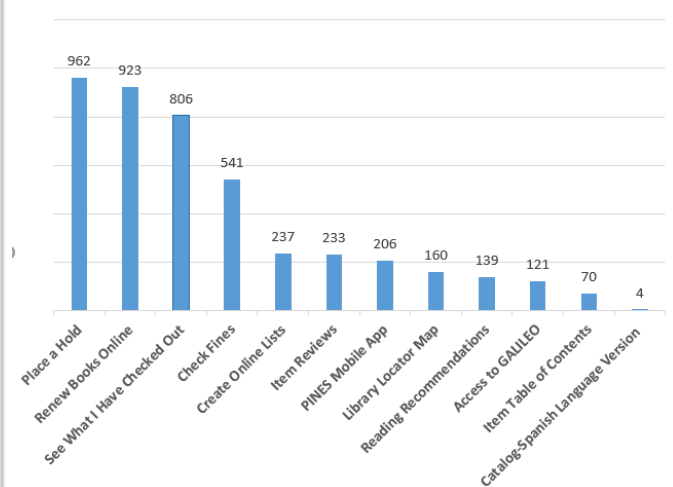


How often do you use the PINES catalog?

	Responses	Percentage	
Weekly	569	57%	■
Monthly	219	22%	■
Daily	188	19%	■
First Use	17	2%	■
Total	993	100%	



Which PINES catalog features have you used?



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