

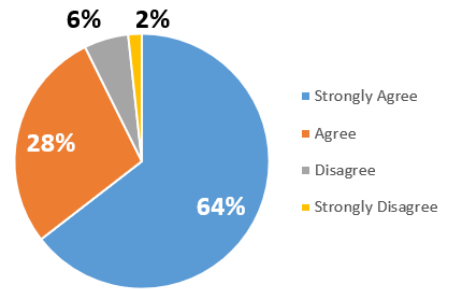
# PINES

## 2021 Annual User Satisfaction Survey

The 17th annual PINES User Satisfaction Survey was conducted between April 18-24, 2021, and was filled out by 1,943 library patrons. An overwhelming majority of respondents indicated satisfaction with the PINES system, and approval ratings increased across all categories. Patrons indicated a strong desire for: removing hold restrictions on audiovisual materials, removing or reducing age protection, increasing circulation periods, and search assistance with spelling. The most common complaint was long transit times.

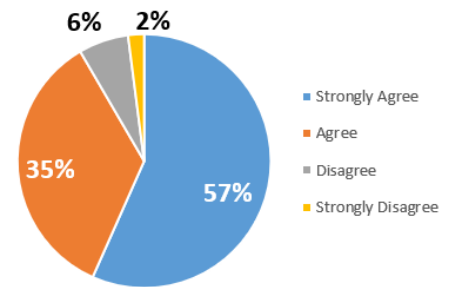
### It is easy to use the PINES online catalog.

	Responses	Percentage
Strongly Agree	1237	64%
Agree	539	28%
Disagree	108	6%
Strongly Disagree	33	2%
<b>Total</b>	<b>1917</b>	<b>100%</b>



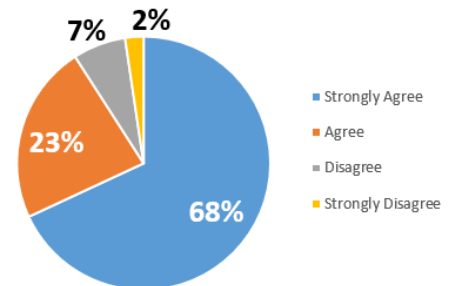
### I typically find what I am looking for using the PINES online catalog.

	Responses	Percentage
Strongly Agree	1084	57%
Agree	668	35%
Disagree	122	6%
Strongly Disagree	39	2%
<b>Total</b>	<b>1913</b>	<b>100%</b>



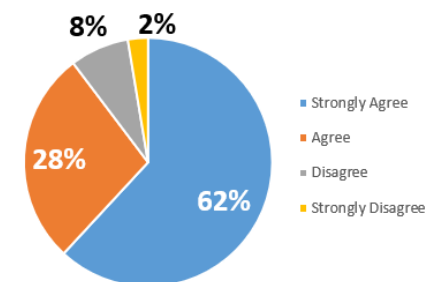
### It is easy to determine if my library owns a particular item.

	Responses	Percentage
Strongly Agree	1303	68%
Agree	437	23%
Disagree	129	7%
Strongly Disagree	45	2%
<b>Total</b>	<b>1914</b>	<b>100%</b>



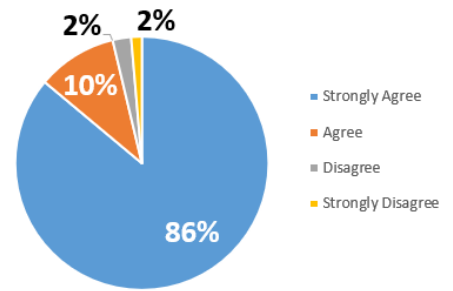
### If my local library does not have the item I need, it is easy to find and obtain the item through the PINES system.

	Responses	Percentage
Strongly Agree	1183	62%
Agree	531	28%
Disagree	147	8%
Strongly Disagree	50	2%
<b>Total</b>	<b>1911</b>	<b>100%</b>



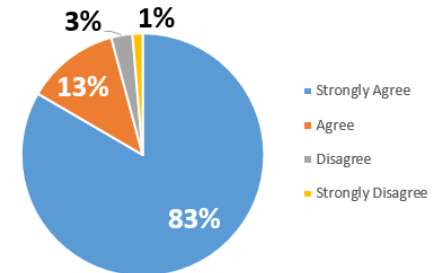
**It is easy to renew my own materials through the PINES online catalog.**

	Responses	Percentage
Strongly Agree	1645	86%
Agree	195	10%
Disagree	45	2%
Strongly Disagree	26	2%
<b>Total</b>	<b>1911</b>	<b>100%</b>



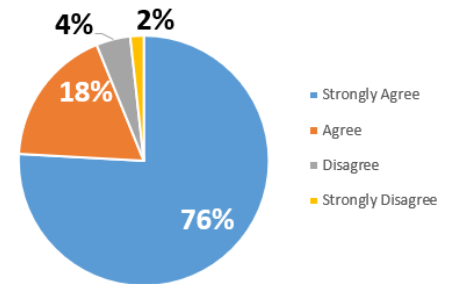
**I would recommend the PINES system to my friends.**

	Responses	Percentage
Strongly Agree	1593	83%
Agree	237	13%
Disagree	54	3%
Strongly Disagree	26	1%
<b>Total</b>	<b>1910</b>	<b>100%</b>



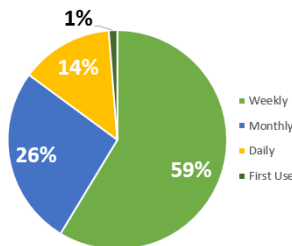
**I am satisfied with the PINES Statewide Library Card system.**

	Responses	Percentage
Strongly Agree	1444	76%
Agree	342	18%
Disagree	84	4%
Strongly Disagree	33	2%
<b>Total</b>	<b>1903</b>	<b>100%</b>

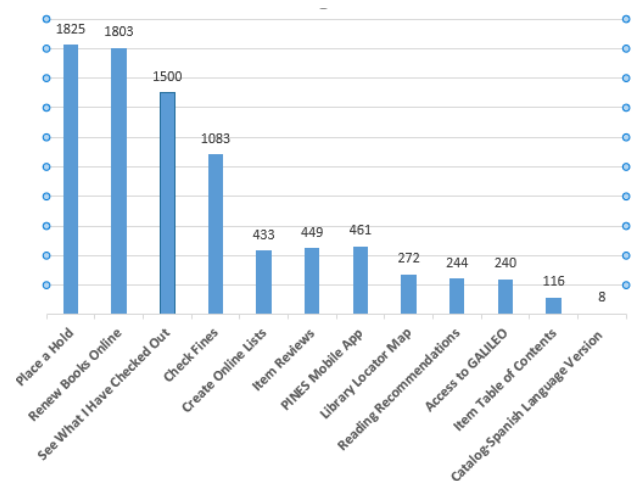


**How often do you use the PINES catalog?**

	Responses	Percentage
Weekly	1122	59%
Monthly	505	26%
Daily	261	14%
First Use	24	1%
<b>Total</b>	<b>1912</b>	<b>100%</b>



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



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