

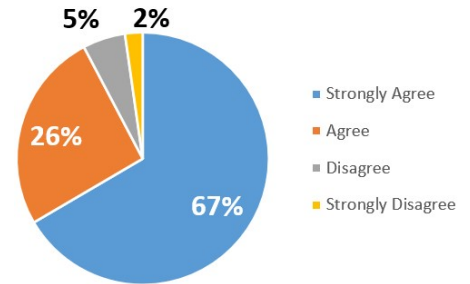
PINES

2023 Annual Patron Satisfaction Survey

The 19th annual PINES Patron Satisfaction Survey was conducted between April 9-15, 2023, and was filled out by 1,386 library patrons. A majority of respondents indicated satisfaction with the PINES system. Patrons indicated a strong desire for: removing or reducing age protection, increasing circulation periods and number of renewals, search assistance with spelling, improving book lists, and adding the ability to request books for purchase. The most common complaint was long transit times.

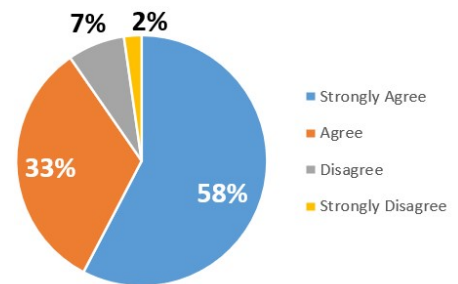
It is easy to use the PINES online catalog.

	Responses	Percentage
Strongly Agree	914	67%
Agree	353	26%
Disagree	75	5%
Strongly Disagree	31	2%
Total	1,373	100%



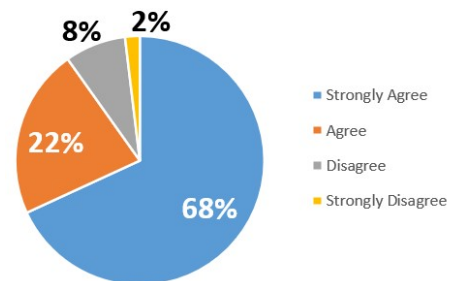
I typically find what I am looking for using the PINES online catalog.

	Responses	Percentage
Strongly Agree	789	58%
Agree	447	33%
Disagree	101	7%
Strongly Disagree	31	2%
Total	1,368	100%



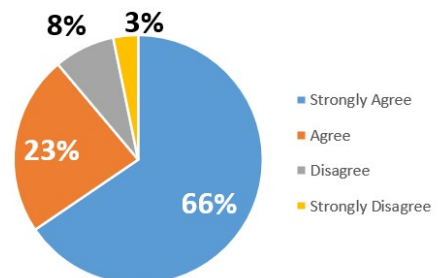
It is easy to determine if my library owns a particular item.

	Responses	Percentage
Strongly Agree	928	68%
Agree	300	22%
Disagree	108	8%
Strongly Disagree	26	2%
Total	1,362	100%



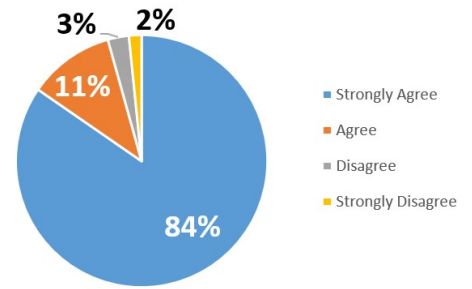
If my local library does not have the item I need, it is easy to find and obtain the item through the PINES system.

	Responses	Percentage
Strongly Agree	894	66%
Agree	319	23%
Disagree	108	8%
Strongly Disagree	44	3%
Total	1,365	100%



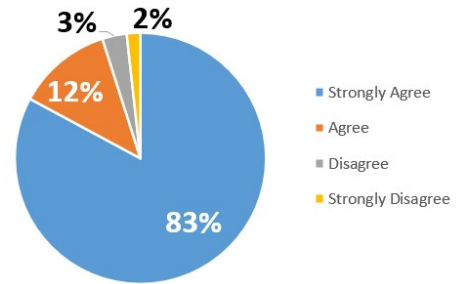
It is easy to renew my own materials through the PINES online catalog.

	Responses	Percentage
Strongly Agree	1,154	84%
Agree	151	11%
Disagree	37	3%
Strongly Disagree	22	2%
Total	1,364	100%



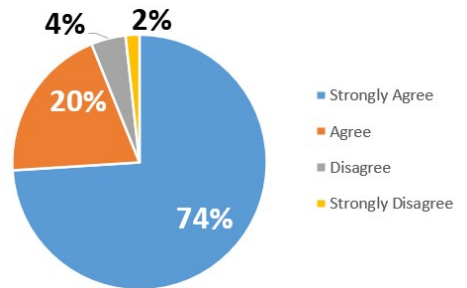
I would recommend the PINES system to my friends.

	Responses	Percentage
Strongly Agree	1,132	83%
Agree	167	12%
Disagree	43	3%
Strongly Disagree	24	2%
Total	1,366	100%



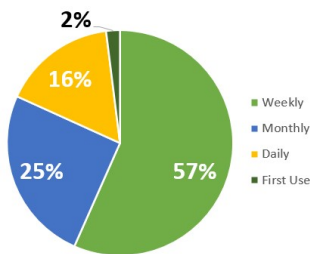
I am satisfied with the PINES Statewide Library Card system.

	Responses	Percentage
Strongly Agree	1,011	74%
Agree	271	20%
Disagree	60	4%
Strongly Disagree	24	2%
Total	1,366	100%

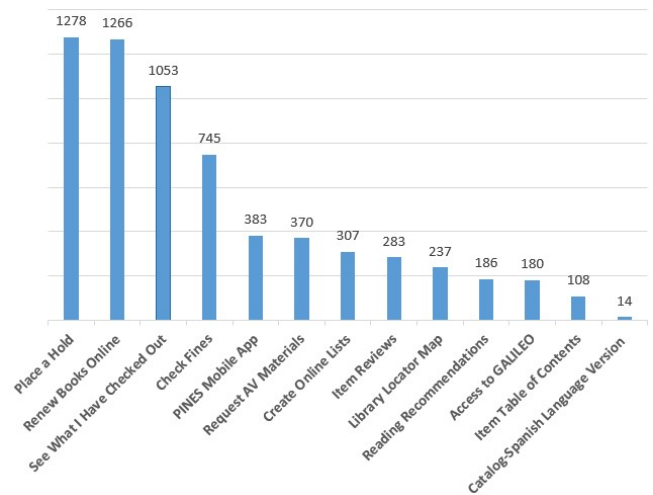


How often do you use the PINES catalog?

	Responses	Percentage
Weekly	774	57%
Monthly	344	25%
Daily	222	16%
First Use	27	2%
Total	1,367	100%



Which PINES catalog features have you used?



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PINES and other Georgia Public Library Service programs are partially assisted with funds from the Library Services and Technology Act through the Institute of Museum and Library Services.