

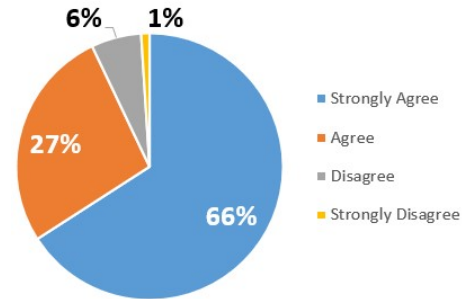
PINES

2024 Annual Patron Satisfaction Survey

The 20th annual PINES Patron Satisfaction Survey was conducted between April 7-13, 2024, and was filled out by 703 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.

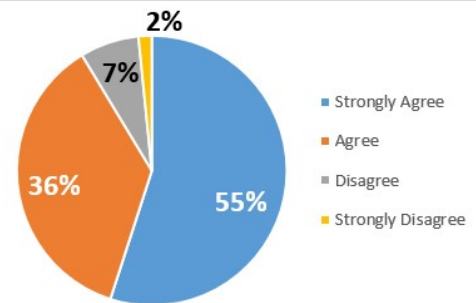
It is easy to use the PINES online catalog.

	Responses	Percentage
Strongly Agree	456	66%
Agree	187	27%
Disagree	42	6%
Strongly Disagree	7	1%
Total	692	100%



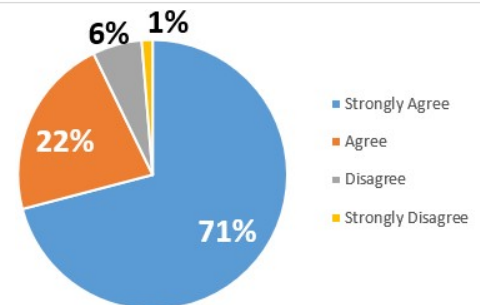
I typically find what I am looking for using the PINES online catalog.

	Responses	Percentage
Strongly Agree	381	55%
Agree	252	36%
Disagree	49	7%
Strongly Disagree	11	2%
Total	693	100%



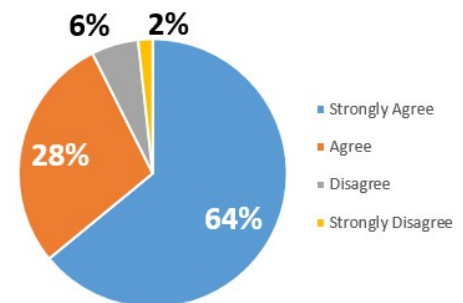
It is easy to determine if my library owns a particular item.

	Responses	Percentage
Strongly Agree	490	71%
Agree	151	22%
Disagree	41	6%
Strongly Disagree	9	1%
Total	691	100%



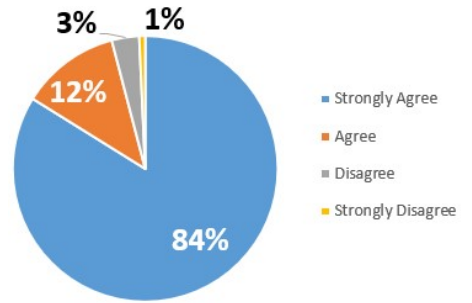
If my local library does not have the item I need, it is easy to find and obtain the item through the PINES system.

	Responses	Percentage
Strongly Agree	440	64%
Agree	196	28%
Disagree	39	6%
Strongly Disagree	12	2%
Total	687	100%



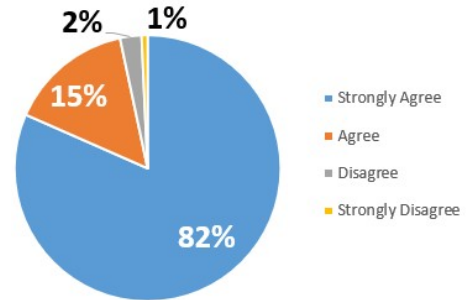
It is easy to renew my own materials through the PINES online catalog.

	Responses	Percentage
Strongly Agree	576	84%
Agree	83	12%
Disagree	23	3%
Strongly Disagree	5	1%
Total	687	100%



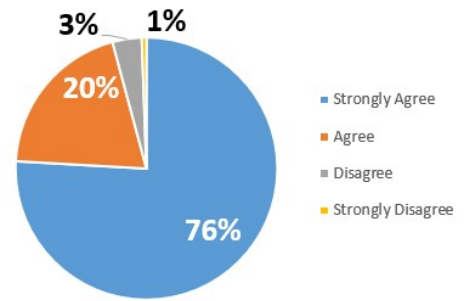
I would recommend the PINES system to my friends.

	Responses	Percentage
Strongly Agree	563	82%
Agree	104	15%
Disagree	18	2%
Strongly Disagree	5	1%
Total	690	100%



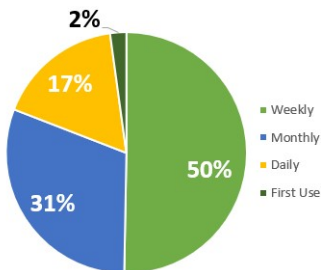
I am satisfied with the PINES Statewide Library Card system.

	Responses	Percentage
Strongly Agree	526	76%
Agree	138	20%
Disagree	25	3%
Strongly Disagree	24	1%
Total	693	100%

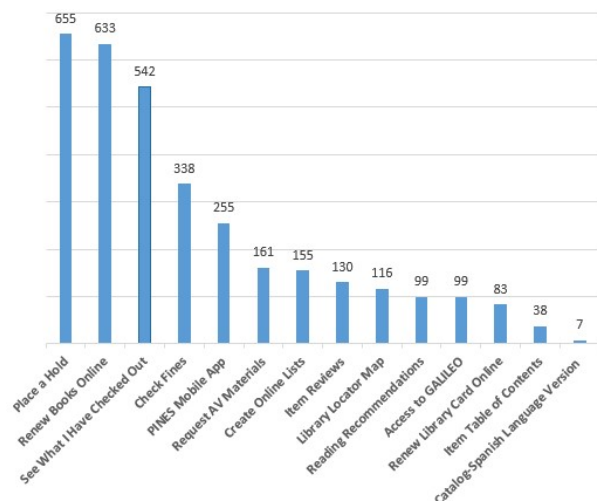


How often do you use the PINES catalog?

	Responses	Percentage
Weekly	347	50%
Monthly	211	31%
Daily	117	17%
First Use	15	2%
Total	690	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.