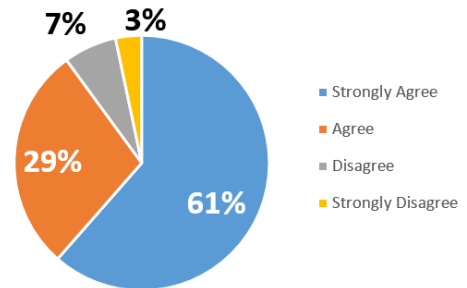


The 14th annual PINES User Satisfaction Survey was conducted between April 16-22, 2018. In seven days, 2,190 users answered our questions. Once again, the overwhelming majority of respondents indicated a high level of satisfaction with the PINES system. User suggestions for improving PINES service indicate a strong desire for: statewide access to audiovisual items and new materials, making search spelling more forgiving, extending the checkout period to three weeks, reducing the length of the 6-month age protection for holds, and the development of an iPhone app.

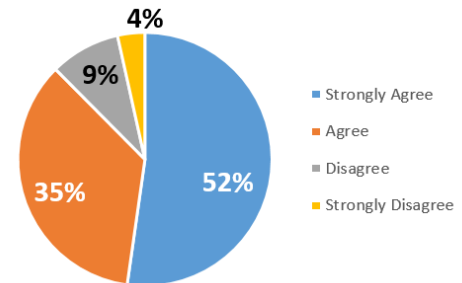
### It is easy to use the PINES online catalog.

	Responses	Percentage
Strongly Agree	1321	61%
Agree	612	29%
Disagree	145	7%
Strongly Disagree	71	3%
<b>Total</b>	<b>2149</b>	<b>100%</b>



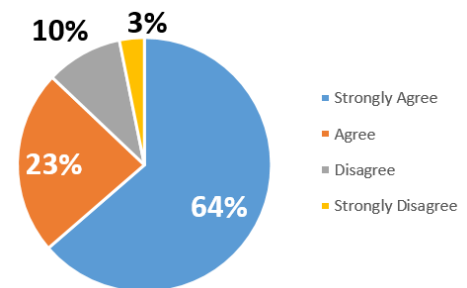
### I typically find what I am looking for using the PINES online catalog.

	Responses	Percentage
Strongly Agree	1127	52%
Agree	762	35%
Disagree	193	9%
Strongly Disagree	75	4%
<b>Total</b>	<b>2157</b>	<b>100%</b>



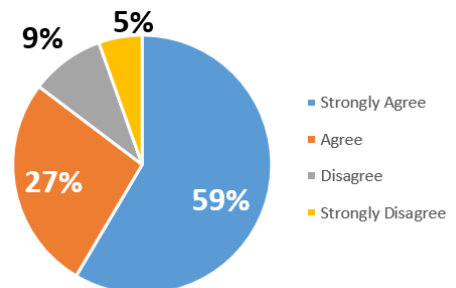
### It is easy to determine if my library owns a particular item.

	Responses	Percentage
Strongly Agree	1363	64%
Agree	501	23%
Disagree	209	10%
Strongly Disagree	68	3%
<b>Total</b>	<b>2141</b>	<b>100%</b>



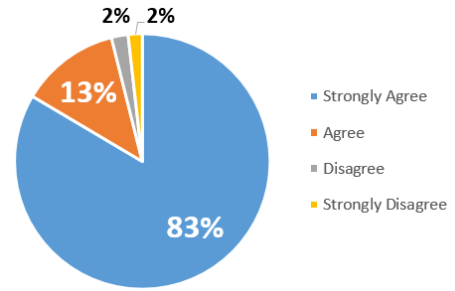
### If my local library does not have the item I need, it is easy to find and obtain the item through the PINES system.

	Responses	Percentage
Strongly Agree	1250	59%
Agree	572	27%
Disagree	198	9%
Strongly Disagree	116	5%
<b>Total</b>	<b>2136</b>	<b>100%</b>

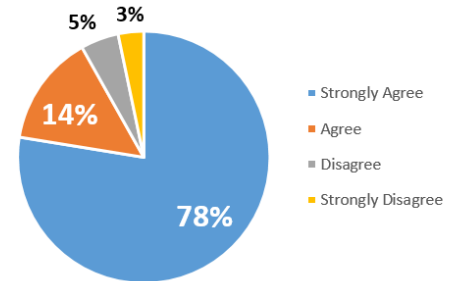


**It is easy to renew my own materials through the PINES online catalog.**

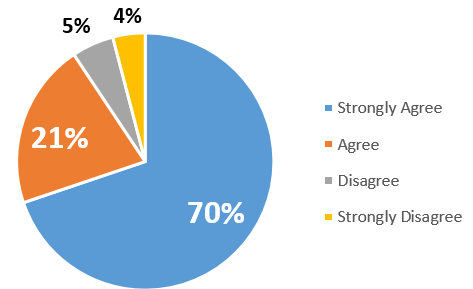
	Responses	Percentage
Strongly Agree	1779	83%
Agree	268	13%
Disagree	45	2%
Strongly Disagree	38	2%
<b>Total</b>	<b>2130</b>	<b>100%</b>


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

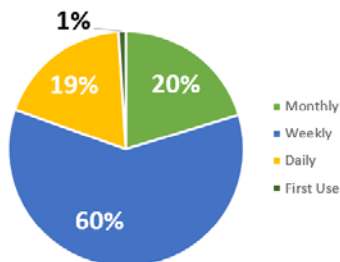
	Responses	Percentage
Strongly Agree	1656	78%
Agree	305	14%
Disagree	104	5%
Strongly Disagree	70	3%
<b>Total</b>	<b>2135</b>	<b>100%</b>


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

	Responses	Percentage
Strongly Agree	1492	70%
Agree	445	21%
Disagree	113	5%
Strongly Disagree	87	4%
<b>Total</b>	<b>2137</b>	<b>100%</b>


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

	Responses	Percentage
Weekly	1282	60%
Daily	394	20%
Monthly	432	19%
First Use	22	1%
<b>Total</b>	<b>2130</b>	<b>100%</b>


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

2125 Responses

