



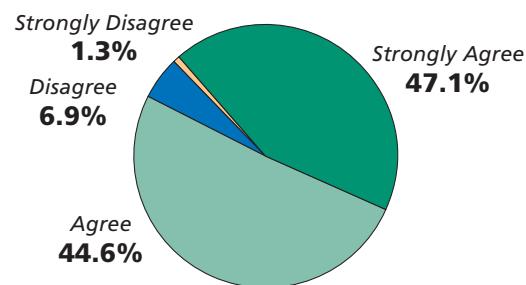
PINES 2014 Annual Patron Satisfaction Survey

The 10th annual PINES User Satisfaction Survey was conducted between April 13-19, 2014. Users entering the PINES online catalog, whether at a library workstation or from a remote home or office computer, had the opportunity to complete the survey during this time. In seven days, more than 1,900 users answered our questions. Once again, the overwhelming majority of respon-

dents 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; e-book and downloadable audiobook integration, improved search rankings, and copy-level holds on multipart items.

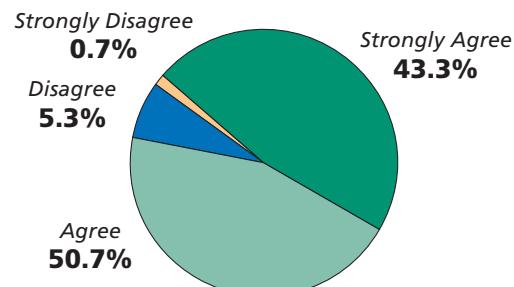
It is easy to use the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	905	47.1%
Agree	857	44.6%
Disagree	133	6.9%
Strongly Disagree	25	1.3%
Total	1,920	



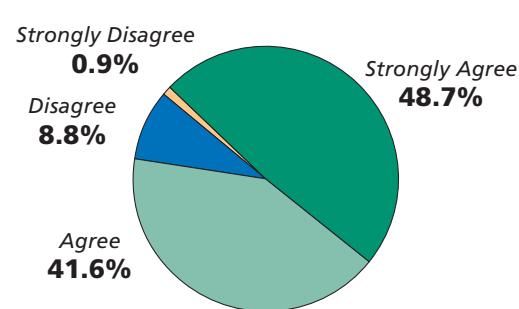
I typically find what I am looking for using the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	833	43.3%
Agree	975	50.7%
Disagree	102	5.3%
Strongly Disagree	13	0.7%
Total	1,923	



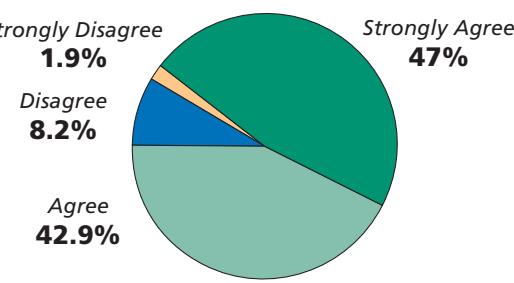
It is easy to determine if my library owns a particular item.

	Count	% Sample Answered
Strongly Agree	930	48.7%
Agree	794	41.6%
Disagree	167	8.8%
Strongly Disagree	17	0.9%
Total	1,908	



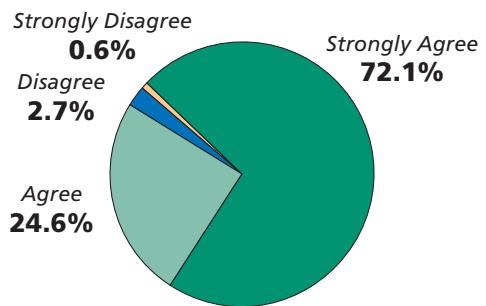
If my local library does not have an item I need, it is easy to find and obtain the item through the PINES system.

	Count	% Sample Answered
Strongly Agree	896	47.0%
Agree	819	42.9%
Disagree	157	8.2%
Strongly Disagree	36	1.9%
Total	1,908	



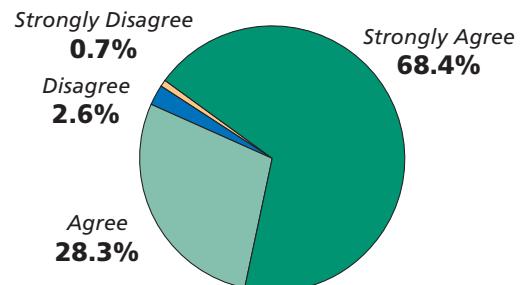
It is easy to renew my own materials through the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	1,376	72.1%
Agree	470	24.6%
Disagree	51	2.7%
Strongly Disagree	12	0.6%
Total	1,909	



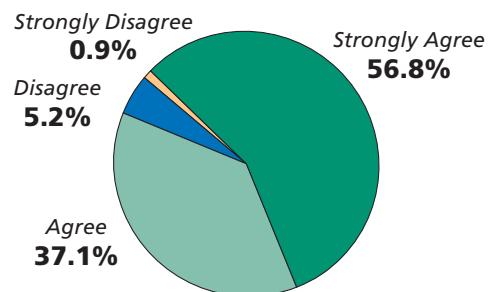
I would recommend the PINES system to my friends.

	Count	% Sample Answered
Strongly Agree	1,304	68.4%
Agree	540	28.3%
Disagree	49	2.6%
Strongly Disagree	13	0.7%
Total	1,906	



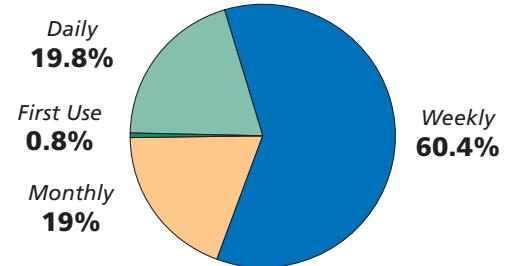
I am satisfied with the PINES Statewide Library Card system.

	Count	% Sample Answered
Strongly Agree	1,081	56.8%
Agree	705	37.1%
Disagree	98	5.2%
Strongly Disagree	18	0.9%
Total	1,906	



How often do you use the PINES catalog?

	Count	% Sample Answered
First Use	15	0.8%
Daily	379	19.8%
Weekly	1,156	60.4%
Monthly	363	19.0%
Total	1,913	



Which of the features of the PINES online catalog have you used in the past? (check all that apply)

	Count	% Sample Answered
Renew books online	1,772	92.5%
Place a hold on a book	1,834	95.8%
Check on fines	1,212	63.3%
See what I have checked out	1,600	83.6%
Item reviews	536	28.0%
Item table of contents	255	13.3%
Creating online lists	491	25.6%
Access to GALILEO	250	13.1%

