

PINES

Staff Report

May 2022

pin.es.georgialibraries.org

1

PINES

NovelList Added Content Statistics

Views from January 1, 2020 - March 31, 2022

pin.es.georgialibraries.org

2

PINES

NovelList Added Content Categories

Breakdown of clicks in March 2022

pin.es.georgialibraries.org

3

PINES

Syndetics Unbound Added Content

Pages Enriched	Covers Loaded	Most Seen	Most Used
93%	2,028	Reader Reviews	You May Also Like

pin.es.georgialibraries.org

4

PINES

GALILEO Click-Throughs from PINES

GALILEO Logins via PINES

Most Used:

- Mango Languages
- Gale Legal Forms
- LearningExpress Library

pin.es.georgialibraries.org

5

PINES

Notification Statistics

PINES Automated Notification Statistics

pin.es.georgialibraries.org

6

PINES App

Android:
2.4K new installs

iOS:
6.7K new installs
(Jan-Mar 2022)



pines.georgialibraries.org

7

Ecard Registrations

Online library card registrations Jan-March 2022:

- Total: 4,993
- Updated to Full Accounts: 610 (12%)

Estimated staff time savings at 5 minutes per registration:

- 416 hours

pines.georgialibraries.org

8

PINES Learning Center

Statistics Jan-Mar 2022:

- 2,138 classes were started
- 352 classes were completed
- 125.5 CEUs were earned

<https://my.nicheacademy.com/pines>

pines.georgialibraries.org

9

PINES Learning Center

Most popular courses

1. Using the PINES Catalog (combined public & staff)
2. PINES Local Admin Certification
3. Basic Reports
4. Patron Registration
5. Borrowing Procedures
6. 2022 PINES Upgrade: Changes for Staff
7. Permission Group / Profiles
8. Patron Search

pines.georgialibraries.org

10

Local Admin Certification

<https://my.nicheacademy.com/pines/course/9060>

97 Local Admins earned Certification

19 former Local Admins were changed to Library Manager

Any new staff that need to be granted Local Admin rights will need to complete the certification process first.

pines.georgialibraries.org

11

Update: Automated Notices

The PINES Subcommittees reviewed all of the template text for the automated notices that we send out and the changes were completed.

pines.georgialibraries.org

12

PINES

Evergreen Development Update

Feedback Fest: March 14-18, 2022

Bug Squashing Week: April 4-8, 2022

PINES Staff Who Contributed Code, Documentation, or Testing:

- Dawn Dale, Elaine Hardy, Tiffany Little, Terran McCanna, Chris Sharp

Shula Link from GCHRL also participated!

pines.georgialibraries.org

13

PINES

Stripe Update

Bug Related to Negative Bills

- Fix in place to stop patrons from paying and refer them to the library to correct their accounts
 - Patron local browser caching still an issue
- Fix in place to add patron database ID to Stripe data
- New Quick Report to identify negative bills that should be corrected:
 - Bills > Bills with Negative Balances
- Confusion about reconciliation steps
 - Instructions in progress

pines.georgialibraries.org

14

PINES

Reminder: Long Overdue Change

- Automated Long Overdue processing will change from 6 month (180 day) to 3 month (90 day) on July 1, 2022**
- This will require us (Chris!) to do datawork to identify and charge the accounts with overdues between 90-180 days, so you will see a lot of charges occur on July 1 (or shortly thereafter)**

pines.georgialibraries.org

15

PINES

Annual Patron Satisfaction Survey

It is easy to use the PINES online catalog.

Response	Responses	Percentage
Strongly Agree	1,028	69%
Agree	365	25%
Disagree	71	5%
Strongly Disagree	21	1%
Total	1,485	100%

I would recommend the PINES system to my friends.

Response	Responses	Percentage
Strongly Agree	1,249	84%
Agree	170	12%
Disagree	46	3%
Strongly Disagree	18	1%
Total	1,483	100%

pines.georgialibraries.org

16

PINES

Annual Patron Satisfaction Survey

- April 17-23, 2022
- 1,509 Responses
- Ratings improved in every category!
- Results from 2006-2022 are available at: <https://pines.georgialibraries.org/survey>
- Freeform comments can be provided per system upon request through the Help Desk

pines.georgialibraries.org

17

PINES

Annual Patron Satisfaction Survey

Suggestions:

- Ability to recommend books for purchase
 - The PINES team will investigate ways to accept suggestions and route them appropriately*
- Renewal should extend from due date
 - There is work in progress on this that is nearly ready*
 - <https://bugs.launchpad.net/evergreen/+bug/1891369>
- Add another automated email once an item becomes overdue
 - Thoughts?*

pines.georgialibraries.org

18




Annual Patron Satisfaction Survey

Requests for features that already exist:

- Account settings:
 - Number of search results per page
 - Preferred search location
 - Preferred pickup location
 - Keep history of checked out items
 - Ability to get phone calls when holds are ready
- Search filters:
 - Filter by fiction/nonfiction
 - Limit to large print

pines.georgialibraries.org

19



Annual Patron Satisfaction Survey

Requests for features that already exist:

- Search Results Page:
 - Show call number and shelving location (Show More Details)
 - Group the same title together (Combine Same Title)
 - Place multiple holds at once (Add to Basket)
- Added Content on Details Page:
 - Series order
 - Similar book recommendations
 - Info/reviews

pines.georgialibraries.org

20




Thank you!

Any questions?

pines.georgialibraries.org

21




Action Items

- Subcommittee Nominations
 - *See Handout*
- Acceptable Forms of ID
 - *See Handout*

pines.georgialibraries.org

22



Discussion: AV Sharing

AV items put into transit between systems to fill holds:


- March: 10,343
- April: 9,276

Ratio of formats:

• Videos	72%
• Audiobooks	20%
• Music	6%
• Videogames	2%

pines.georgialibraries.org

23



Discussion: AV Packaging

- Initial packaging woes
 - Items not protected in bubble wrap
 - Bags not labeled correctly
 - Security cases not removed
 - Complaints to the PINES staff have dropped off
 - Are libraries still seeing packaging problems?
- New bubble wrap bag order?
 - *See handout for pricing*

pines.georgialibraries.org

24

Discussion: Video Circ Rules

- Libraries can set their own videos to have:
 - 0 or 2 renewal
 - 1 or 2 week loan periods
 - \$0.20 or \$0.50 fine level
- Informal subcommittee survey:
 - Majority wish to make circ rules more consistent
 - Majority do not think that staff should override circ rules upon checkout
 - 52% prefer videos at 14 days, 24% prefer 7 days
 - 48% prefer \$0.20 fines, 28% prefer \$0.50 fines (*not inc fines-free*)
 - 44% prefer 2 renewals, 20% prefer 0 renewals, 8% prefer 1 renewal

Discussion: Video Circ Rules

- No current proposal on the table
- Some options to ponder:
 - Consolidate to a single circ mod with one set of rules
 - Keep both video-0 and video-2, but reduce their options
 - video-0 = 7 days, \$0.50, 0 renewals
 - video-2 = 14 days, \$0.20, 2 renewals
 - Keep everything as-is
 - Other?