



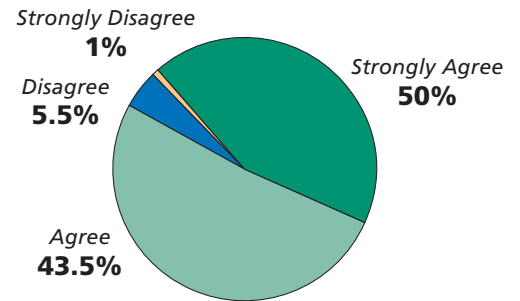
PINES 2015 Annual Patron Satisfaction Survey

The 11th annual PINES User Satisfaction Survey was conducted between April 19-25, 2015. 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, nearly 1,600 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, automatic storage of reading history, the inclusion of libraries that are not currently PINES members, making search spelling more forgiving, greater e-book and downloadable audiobook integration and acceptance of online payments.

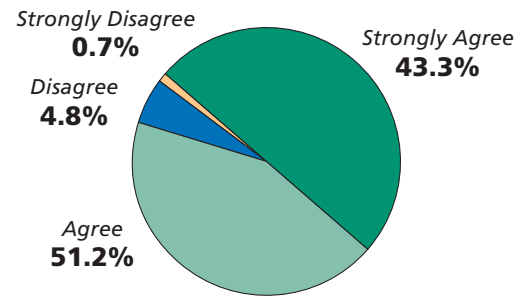
It is easy to use the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	794	50.0%
Agree	691	43.5%
Disagree	87	5.5%
Strongly Disagree	16	1.0%
Total	1,588	



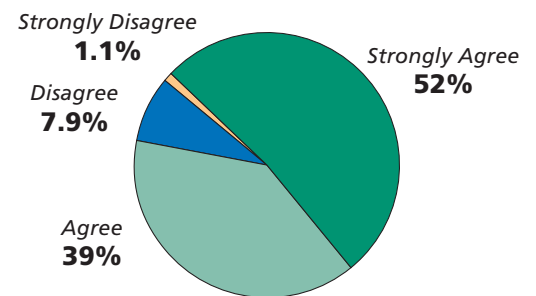
I typically find what I am looking for using the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	685	43.3%
Agree	811	51.2%
Disagree	76	4.8%
Strongly Disagree	11	0.7%
Total	1,583	



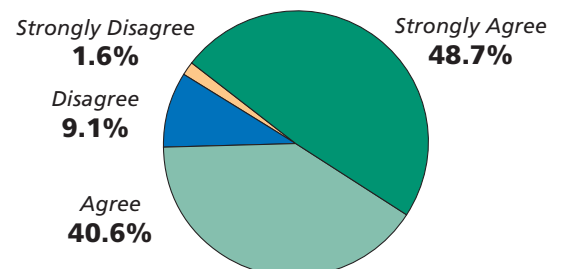
It is easy to determine if my library owns a particular item.

	Count	% Sample Answered
Strongly Agree	824	52.0%
Agree	617	39.0%
Disagree	125	7.9%
Strongly Disagree	18	1.1%
Total	1,584	



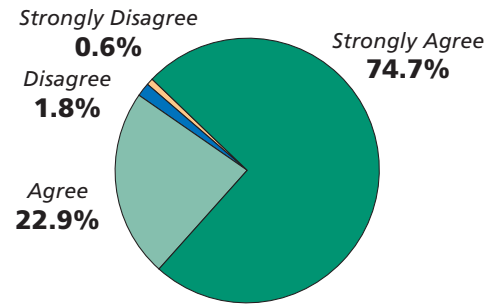
If my local library does not have an item I need, it is easy to find and obtain the item through the PINES system.

	Count	% Sample Answered
Strongly Agree	769	48.7%
Agree	641	40.6%
Disagree	143	9.1%
Strongly Disagree	25	1.6%
Total	1,575	



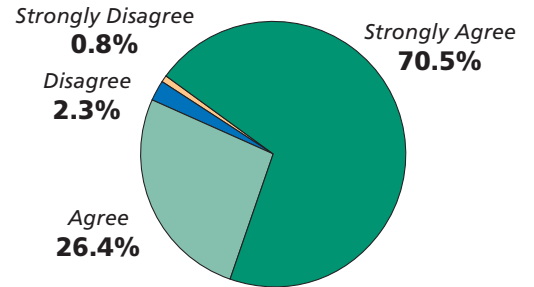
It is easy to renew my own materials through the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	1,176	74.7%
Agree	361	22.9%
Disagree	29	1.8%
Strongly Disagree	9	0.6%
Total	1,575	



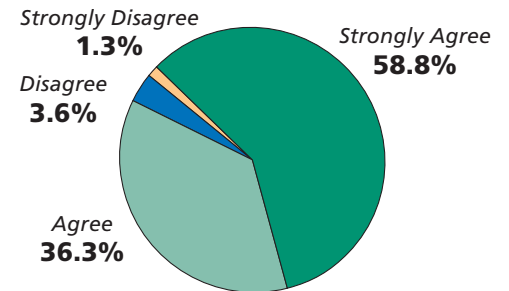
I would recommend the PINES system to my friends.

	Count	% Sample Answered
Strongly Agree	1,108	70.5%
Agree	415	26.4%
Disagree	36	2.3%
Strongly Disagree	12	0.8%
Total	1,571	



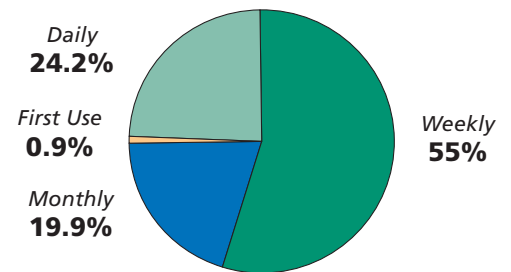
I am satisfied with the PINES Statewide Library Card system.

	Count	% Sample Answered
Strongly Agree	926	58.8%
Agree	571	36.3%
Disagree	57	3.6%
Strongly Disagree	20	1.3%
Total	1,574	



How often do you use the PINES catalog?

	Count	% Sample Answered
First Use	14	0.9%
Daily	383	24.2%
Weekly	869	55.0%
Monthly	314	19.9%
Total	1,580	



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	1,499	94.8%
Place a hold on a book	1,524	96.4%
Check on fines	1,012	64.0%
See what I have checked out	1,366	86.4%
Item reviews	423	26.8%
Item table of contents	185	11.7%
Creating online lists	405	25.6%
Access to GALILEO	218	13.8%
Reading recommendations and series information	250	15.8%

