



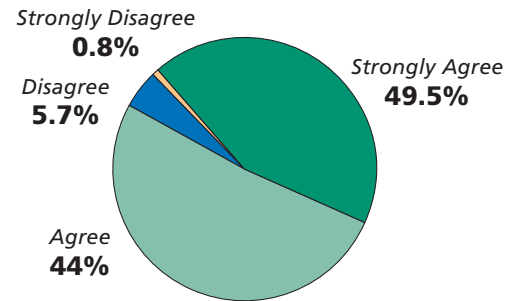
PINES 2016 Annual Patron Satisfaction Survey

The 12th annual PINES User Satisfaction Survey was conducted between April 17-23, 2016. 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, 1,697 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, the inclusion of libraries that are not currently PINES members, greater e-book and downloadable audiobook integration and the development of a mobile app.

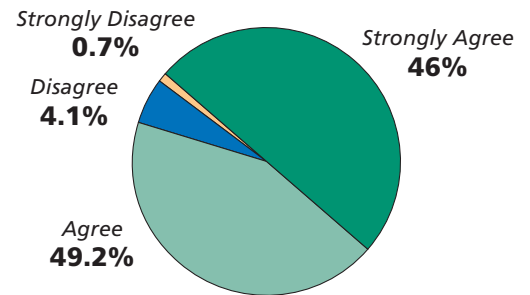
It is easy to use the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	835	49.5%
Agree	743	44.0%
Disagree	96	5.7%
Strongly Disagree	13	0.8%
Total	1,687	



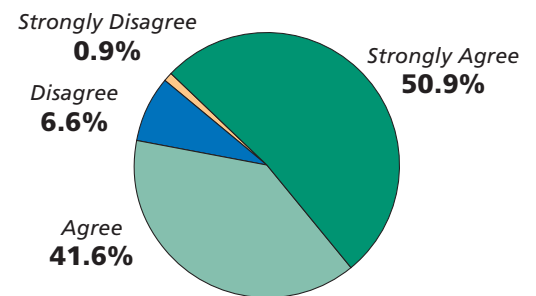
I typically find what I am looking for using the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	778	46.0%
Agree	832	49.2%
Disagree	70	4.1%
Strongly Disagree	11	0.7%
Total	1,691	



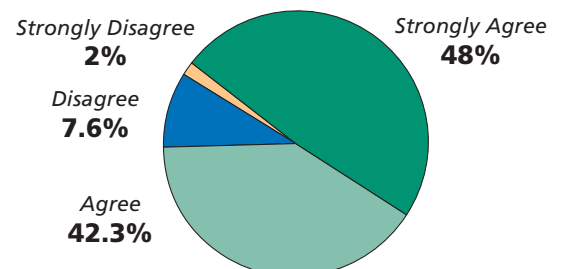
It is easy to determine if my library owns a particular item.

	Count	% Sample Answered
Strongly Agree	859	50.9%
Agree	701	41.6%
Disagree	111	6.6%
Strongly Disagree	15	0.9%
Total	1,686	



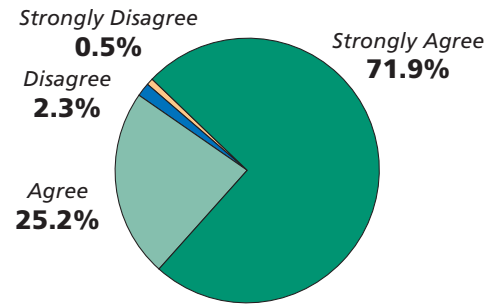
If my local library does not have an item I need, it is easy to find and obtain the item through the PINES system.

	Count	% Sample Answered
Strongly Agree	808	48.0%
Agree	712	42.3%
Disagree	128	7.6%
Strongly Disagree	34	2.0%
Total	1,682	



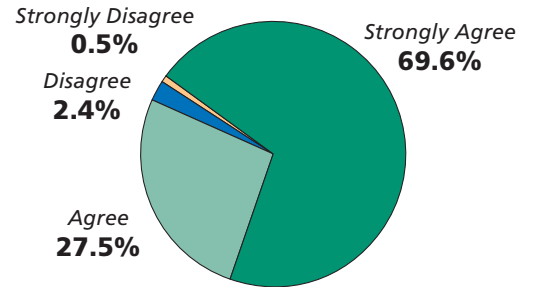
It is easy to renew my own materials through the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	1,210	71.9%
Agree	424	25.2%
Disagree	39	2.3%
Strongly Disagree	9	0.5%
Total	1,682	



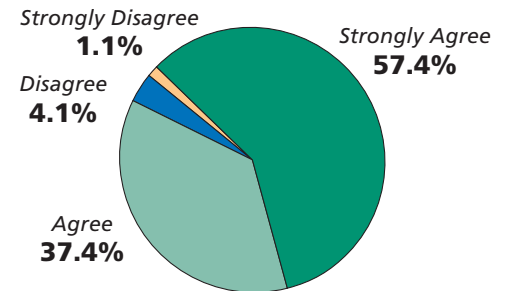
I would recommend the PINES system to my friends.

	Count	% Sample Answered
Strongly Agree	1,174	69.6%
Agree	463	27.5%
Disagree	40	2.4%
Strongly Disagree	9	0.5%
Total	1,686	



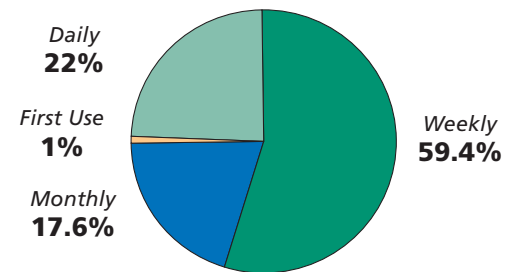
I am satisfied with the PINES Statewide Library Card system.

	Count	% Sample Answered
Strongly Agree	966	57.4%
Agree	628	37.4%
Disagree	68	4.1%
Strongly Disagree	19	1.1%
Total	1,681	



How often do you use the PINES catalog?

	Count	% Sample Answered
First Use	16	1.0%
Daily	370	22.0%
Weekly	1,001	59.4%
Monthly	297	17.6%
Total	1,684	



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	1,546	92.0%
Place a hold on a book	1,596	95.0%
Check on fines	1,000	59.5%
See what I have checked out	1,380	82.1%
Item reviews	479	28.5%
Item table of contents	192	11.4%
Creating online lists	447	26.6%
Access to GALILEO	284	16.9%
Reading recommendations and series information	280	16.7%

