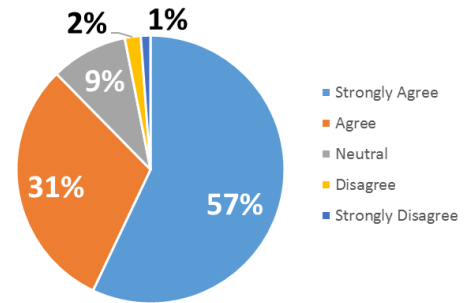


The 13th annual PINES User Satisfaction Survey was conducted between April 16-22, 2017. In seven days, 1,841 users answered our questions. Once again, the overwhelming majority of respondents indicated a high level of satisfaction with the PINES system. User suggestions for improving PINES service indicate 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 an iPhone app.

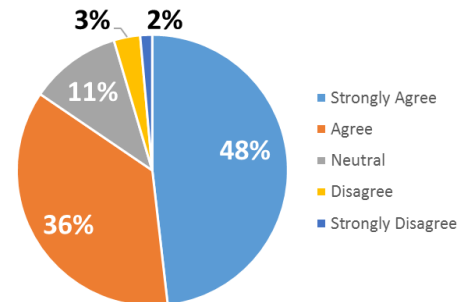
It is easy to use the PINES online catalog.

	Responses	Percentage
Strongly Agree	1034	57%
Agree	554	31%
Neutral	168	9%
Disagree	35	2%
Strongly Disagree	21	1%
Total	1812	100%



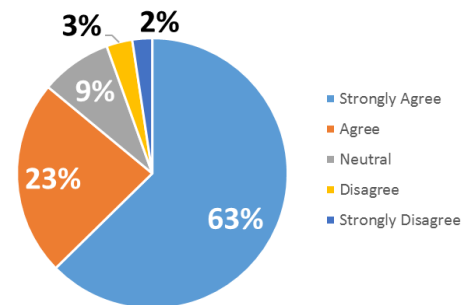
I typically find what I am looking for using the PINES online catalog.

	Responses	Percentage
Strongly Agree	874	48%
Agree	659	36%
Neutral	198	11%
Disagree	57	3%
Strongly Disagree	26	2%
Total	1814	100%



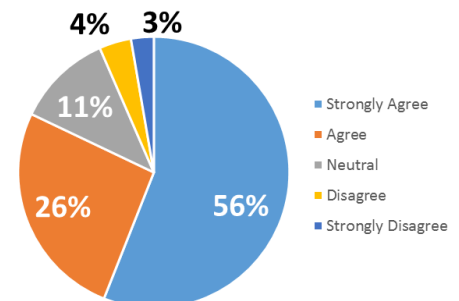
It is easy to determine if my library owns a particular item.

	Responses	Percentage
Strongly Agree	1134	63%
Agree	423	23%
Neutral	154	9%
Disagree	56	3%
Strongly Disagree	43	2%
Total	1810	100%



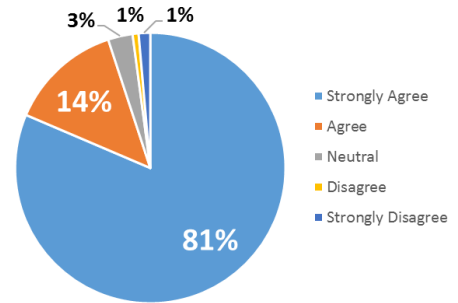
If my local library does not have the item I need, it is easy to find and obtain the item through the PINES system.

	Responses	Percentage
Strongly Agree	1012	56%
Agree	471	26%
Neutral	206	11%
Disagree	69	4%
Strongly Disagree	49	3%
Total	1807	100%

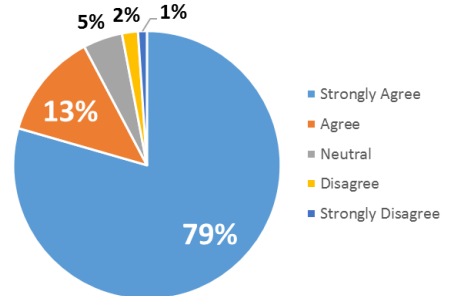


It is easy to renew my own materials through the PINES online catalog.

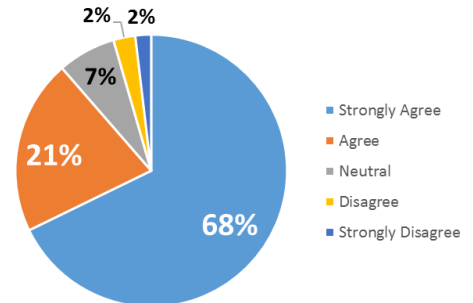
	Responses	Percentage
Strongly Agree	1468	81%
Agree	244	14%
Neutral	53	3%
Disagree	13	1%
Strongly Disagree	25	1%
Total	1803	100%


I would recommend the PINES system to my friends.

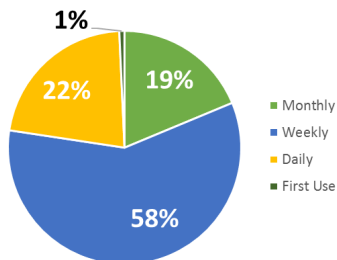
	Responses	Percentage
Strongly Agree	1403	79%
Agree	226	13%
Neutral	84	5%
Disagree	34	2%
Strongly Disagree	19	1%
Total	1766	100%


I am satisfied with the PINES Statewide Library Card system.

	Responses	Percentage
Strongly Agree	1225	68%
Agree	376	21%
Neutral	125	7%
Disagree	47	2%
Strongly Disagree	34	2%
Total	1807	100%


How often do you use the PINES catalog?

	Responses	Percentage
Weekly	1058	58%
Daily	395	22%
Monthly	338	19%
First Use	13	1%
Total	1804	100%


Which PINES catalog features have you used?

1802 Responses

