



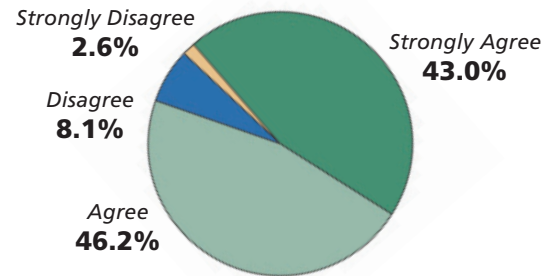
PINES 2011 Annual Patron Satisfaction Survey

The seventh annual PINES User Satisfaction Survey was conducted between April 4-11, 2011. 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 1,400 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: full statewide access to materials (up from the current 52 of 61 library systems); enhanced access to GALILEO databases, including metasearches across PINES and GALILEO; and statewide access to electronic and audiovisual materials.

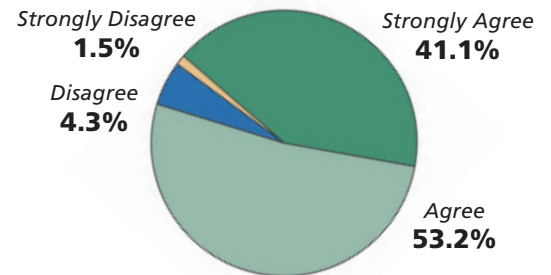
It is easy to use the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	621	43.0%
Agree	667	46.2%
Disagree	117	8.1%
Strongly Disagree	30	2.6%
Total	1,443	



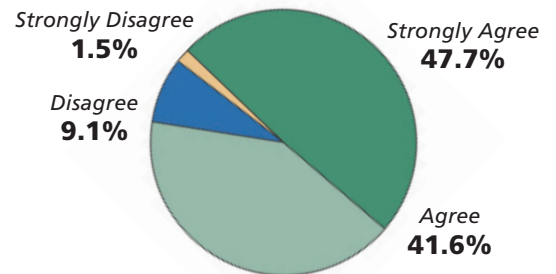
I typically find what I am looking for using the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	593	41.1%
Agree	768	53.2%
Disagree	62	4.3%
Strongly Disagree	21	1.5%
Total	1,444	



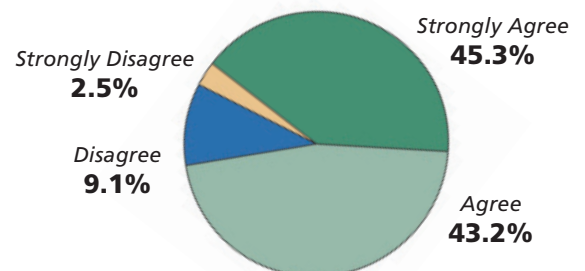
It is easy to determine if my library owns a particular item.

	Count	% Sample Answered
Strongly Agree	684	47.7%
Agree	596	41.6%
Disagree	131	9.1%
Strongly Disagree	23	1.5%
Total	1,434	



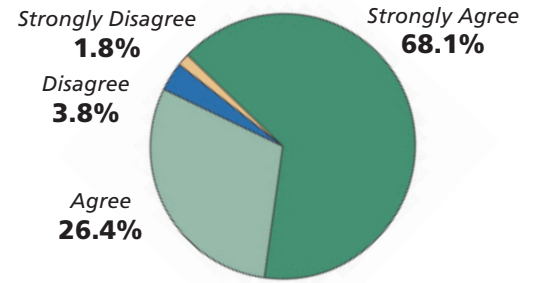
If my local library does not have an item I need, it is easy to find and obtain the item through the PINES system.

	Count	% Sample Answered
Strongly Agree	646	45.3%
Agree	616	43.2%
Disagree	130	9.1%
Strongly Disagree	35	2.5%
Total	1,427	



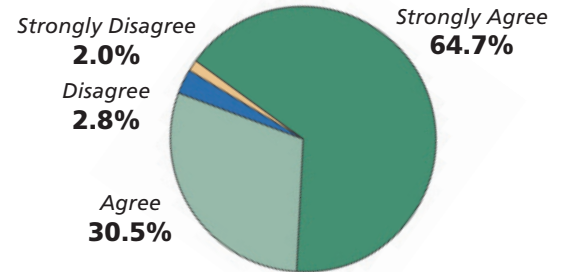
It is easy to renew my own materials through the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	971	68.1%
Agree	376	26.4%
Disagree	54	3.8%
Strongly Disagree	25	1.8%
Total	1,426	



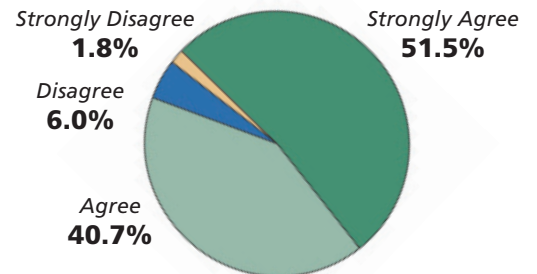
I would recommend the PINES system to my friends.

	Count	% Sample Answered
Strongly Agree	918	64.7%
Agree	432	30.5%
Disagree	40	2.8%
Strongly Disagree	28	2.0%
Total	1,418	



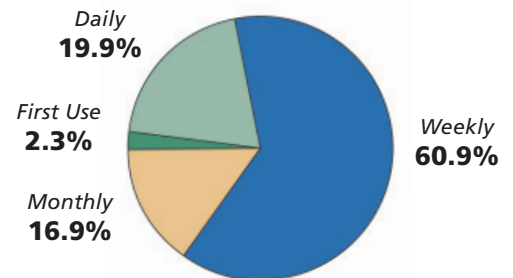
I am satisfied with the PINES Statewide Library Card system.

	Count	% Sample Answered
Strongly Agree	733	51.5%
Agree	580	40.7%
Disagree	85	6.0%
Strongly Disagree	26	1.8%
Total	1,424	



How often do you use the PINES catalog?

	Count	% Sample Answered
First Use	33	2.3%
Daily	286	19.9%
Weekly	874	60.9%
Monthly	242	16.9%
Total	1,435	



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	1,320	93.0%
Place a hold on a book	1,342	94.5%
Check on fines	927	65.3%
See what I have checked out	1,214	85.5%
Item reviews	425	29.9%
Item table of contents	215	15.1%
Creating online bookbags	289	20.4%
Access to GALILEO	203	14.3%

