



PINES™

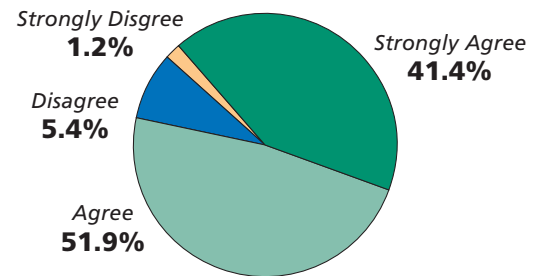
PINES Annual Patron Satisfaction Survey 2009

The fifth annual PINES User Satisfaction Survey was conducted between April 19-25, 2009. 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 2,000 users — double the respondents from 2007 — 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 51 of 61 library systems); enhanced access to GALILEO databases, including metasearches across PINES and GALILEO; and statewide access to electronic and audiovisual materials.

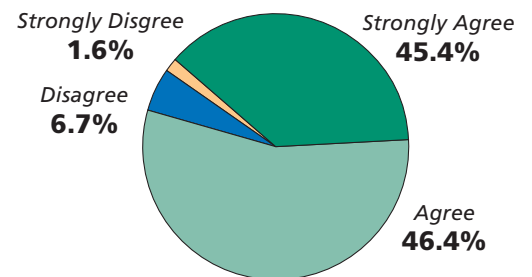
It is easy to use the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	845	41.4%
Agree	1,059	51.9%
Disagree	111	5.4%
Strongly Disagree	24	1.2%
Total	2,039	



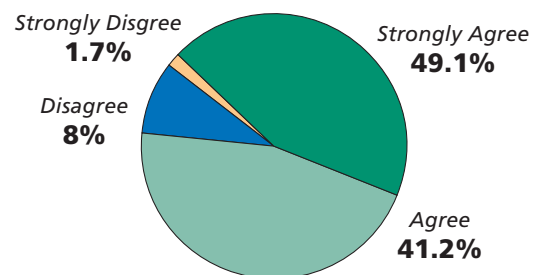
I typically find what I am looking for using the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	921	45.4%
Agree	942	46.4%
Disagree	135	6.7%
Strongly Disagree	32	1.6%
Total	2,030	



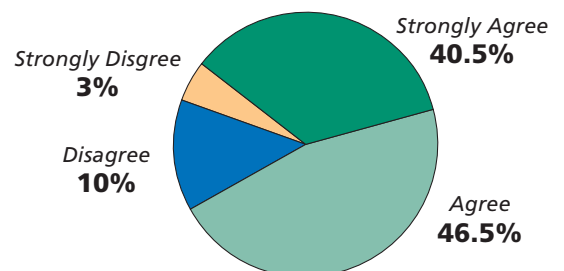
It is easy to determine if my library owns a particular item.

	Count	% Sample Answered
Strongly Agree	994	49.1%
Agree	833	41.2%
Disagree	162	8.0%
Strongly Disagree	35	1.7%
Total	2,024	



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	814	40.5%
Agree	934	46.5%
Disagree	202	10.0%
Strongly Disagree	60	3.0%
Total	2,010	

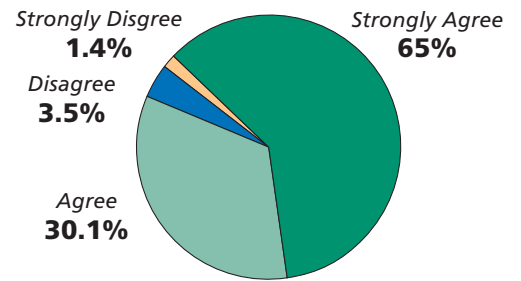


GEORGIA PUBLIC
LIBRARY SERVICE

A unit of the University System of Georgia

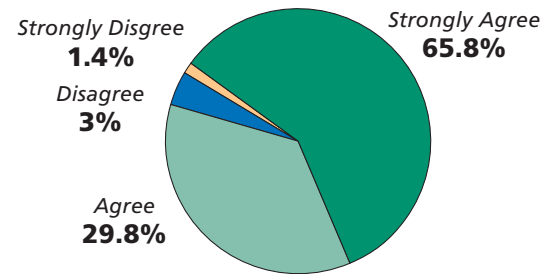
It is easy to renew my own materials through the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	1,302	65.0%
Agree	603	30.1%
Disagree	71	3.5%
Strongly Disagree	28	1.4%
Total	2,004	



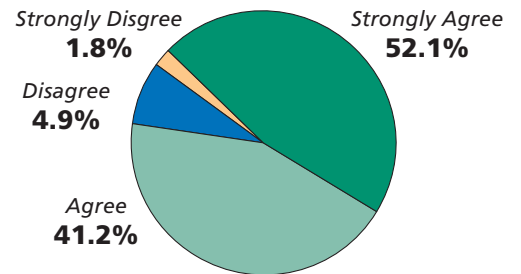
I would recommend the PINES System to my friends.

	Count	% Sample Answered
Strongly Agree	1,318	65.8%
Agree	596	29.8%
Disagree	60	3.0%
Strongly Disagree	29	1.4%
Total	2,003	



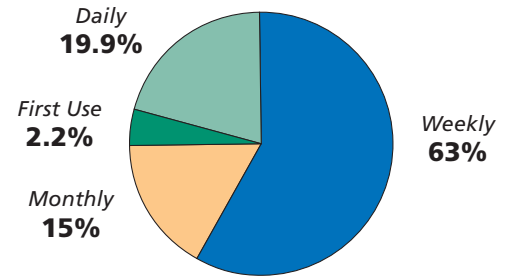
I am satisfied with the PINES Statewide Library Card system.

	Count	% Sample Answered
Strongly Agree	1,045	52.1%
Agree	827	41.2%
Disagree	98	4.9%
Strongly Disagree	37	1.8%
Total	2,007	



How often do you use the PINES catalog?

	Count	% Sample Answered
First Use	44	2.2%
Daily	403	19.9%
Weekly	1,279	63.0%
Monthly	304	15.0%
Total	2,030	



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	1,821	90.9%
Place a hold on a book	1,872	93.5%
Check on fines	1,406	70.2%
See what I have checked out	1,751	87.4%
Item reviews	581	29.0%
Item table of contents	284	14.2%
Creating online bookbags	359	17.9%
Access to GALILEO	251	12.5%

