

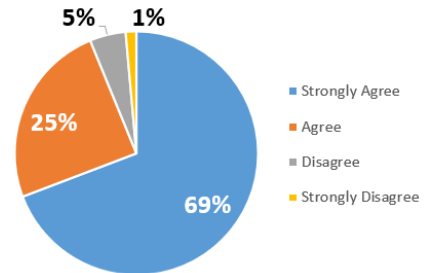
# PINES

## 2022 Annual Patron Satisfaction Survey

The 18th annual PINES Patron Satisfaction Survey was conducted between April 17 -23, 2022, and was filled out by 1,509 library patrons. An overwhelming majority of respondents indicated satisfaction with the PINES system, and approval ratings increased across all categories. Patrons indicated a strong desire for: removing or reducing age protection, increasing circulation periods and number of renewals, search assistance with spelling, improving book lists, and adding the ability to request books for purchase. The most common complaint was long transit times.

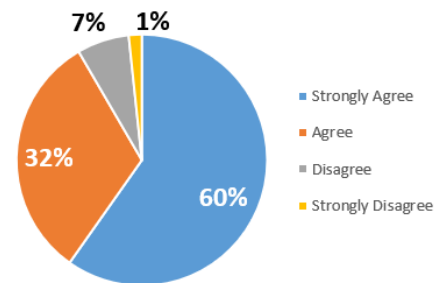
### It is easy to use the PINES online catalog.

	Responses	Percentage
Strongly Agree	1,028	69%
Agree	365	25%
Disagree	71	5%
Strongly Disagree	21	1%
<b>Total</b>	<b>1,485</b>	<b>100%</b>



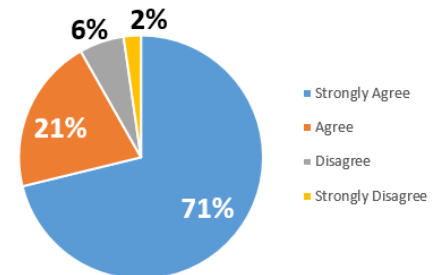
### I typically find what I am looking for using the PINES online catalog.

	Responses	Percentage
Strongly Agree	889	60%
Agree	473	32%
Disagree	100	7%
Strongly Disagree	25	1%
<b>Total</b>	<b>1,487</b>	<b>100%</b>



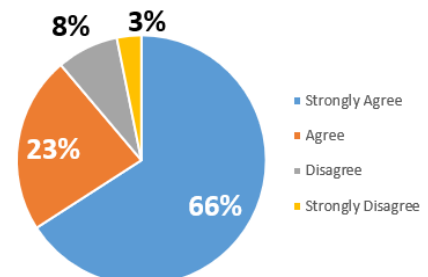
### It is easy to determine if my library owns a particular item.

	Responses	Percentage
Strongly Agree	1,057	71%
Agree	306	21%
Disagree	88	6%
Strongly Disagree	34	2%
<b>Total</b>	<b>1,485</b>	<b>100%</b>



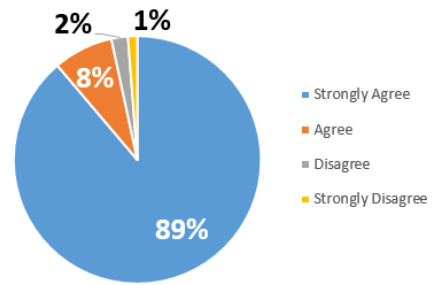
### If my local library does not have the item I need, it is easy to find and obtain the item through the PINES system.

	Responses	Percentage
Strongly Agree	978	66%
Agree	340	23%
Disagree	119	8%
Strongly Disagree	47	3%
<b>Total</b>	<b>1,484</b>	<b>100%</b>



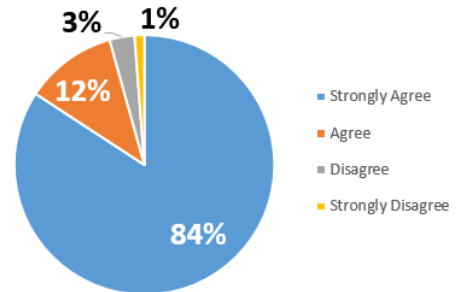
**It is easy to renew my own materials through the PINES online catalog.**

	Responses	Percentage
Strongly Agree	1,316	89%
Agree	116	8%
Disagree	32	2%
Strongly Disagree	18	1%
<b>Total</b>	<b>1,482</b>	<b>100%</b>



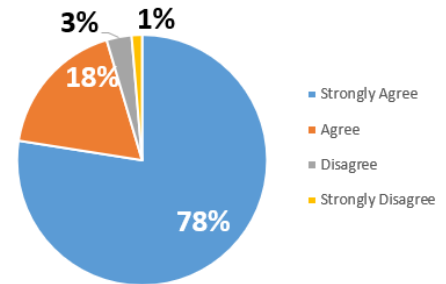
**I would recommend the PINES system to my friends.**

	Responses	Percentage
Strongly Agree	1,249	84%
Agree	170	12%
Disagree	46	3%
Strongly Disagree	18	1%
<b>Total</b>	<b>1,483</b>	<b>100%</b>



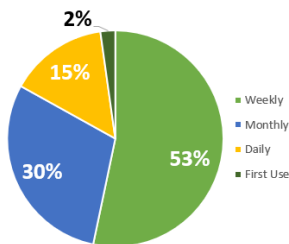
**I am satisfied with the PINES Statewide Library Card system.**

	Responses	Percentage
Strongly Agree	1,150	78%
Agree	266	18%
Disagree	48	3%
Strongly Disagree	20	1%
<b>Total</b>	<b>1,484</b>	<b>100%</b>

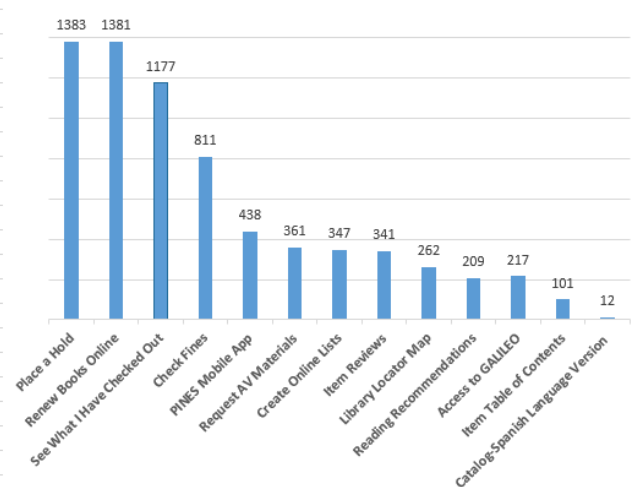


**How often do you use the PINES catalog?**

	Responses	Percentage
Weekly	793	53%
Monthly	443	30%
Daily	219	15%
First Use	33	2%
<b>Total</b>	<b>1,488</b>	<b>100%</b>



**Which PINES catalog features have you used?**



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PINES and other Georgia Public Library Service programs are partially assisted with funds from the Library Services and Technology Act through the Institute of Museum and Library Services.