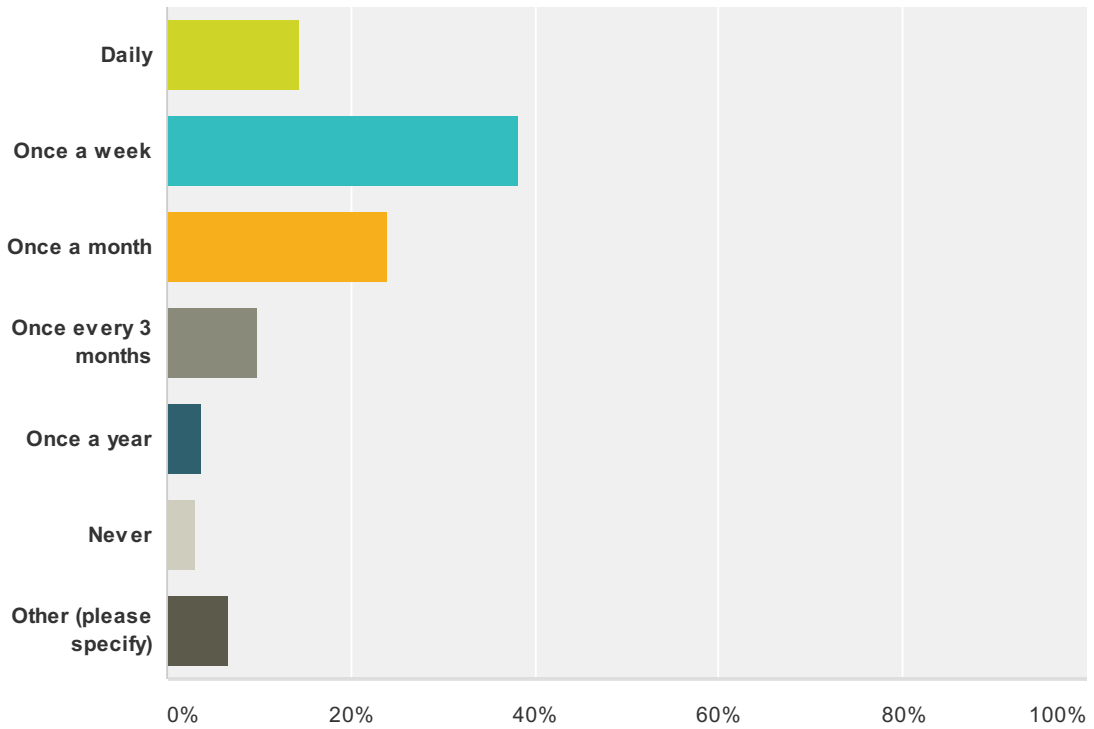


### Q1 How often do you use the online catalog?

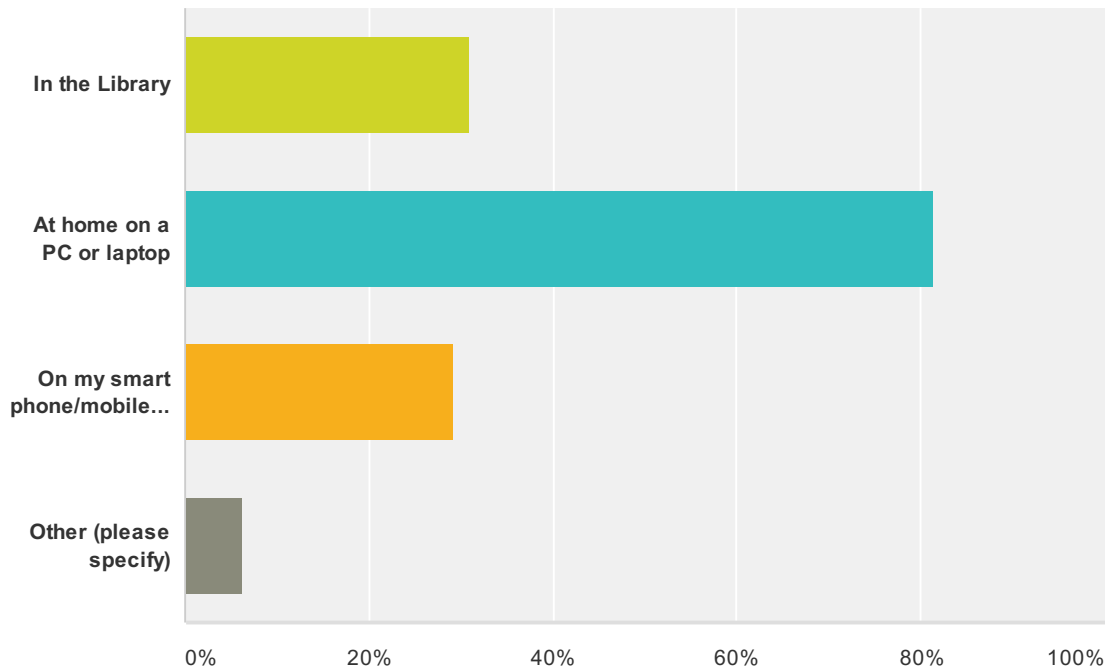
Answered: 3,090 Skipped: 45



Answer Choices	Responses
Daily	14.43% 446
Once a week	38.12% 1,178
Once a month	24.01% 742
Once every 3 months	9.87% 305
Once a year	3.79% 117
Never	3.14% 97
Other (please specify)	6.63% 205
<b>Total</b>	<b>3,090</b>

## Q2 Where do you use the online catalog?

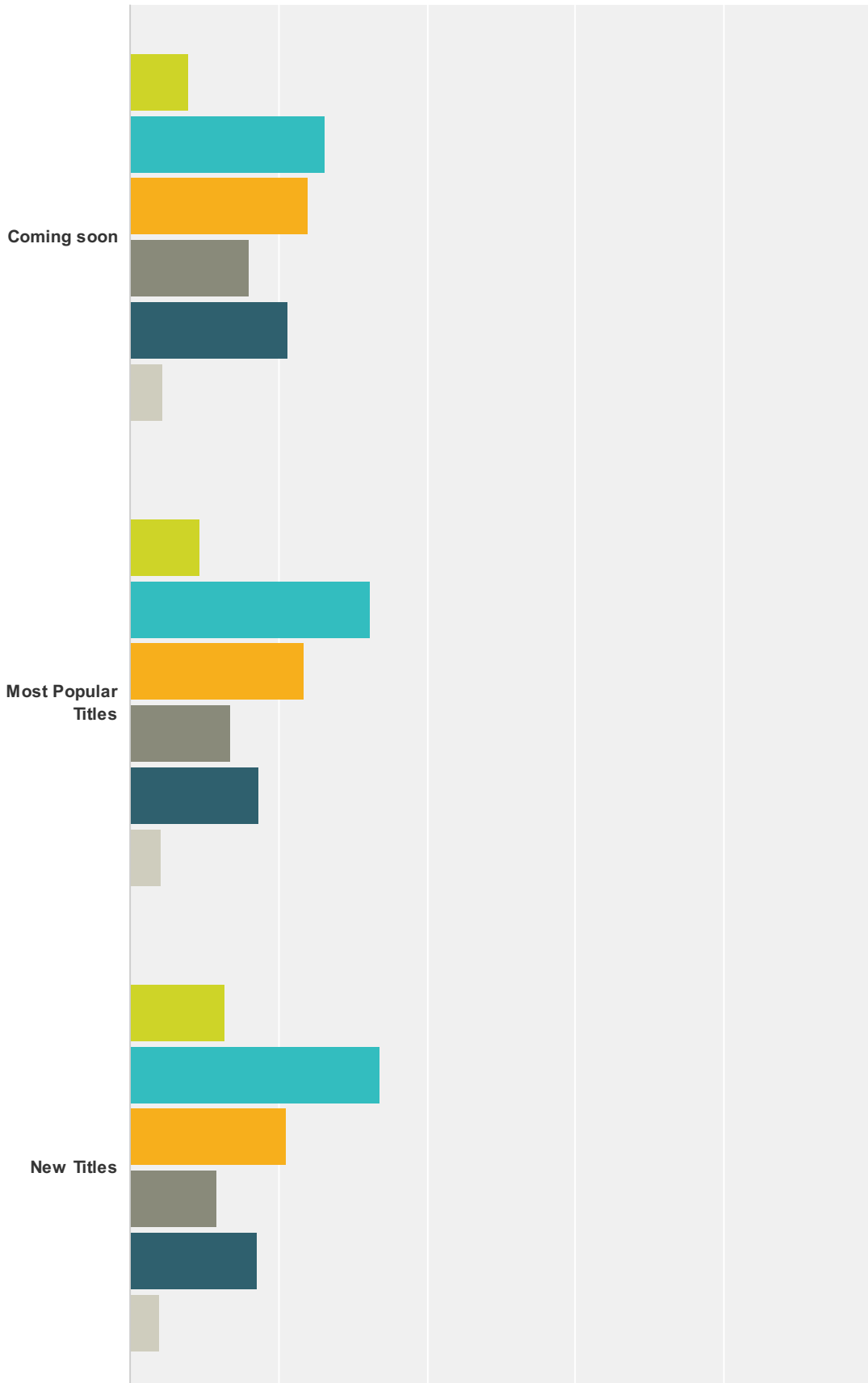
Answered: 3,051 Skipped: 84



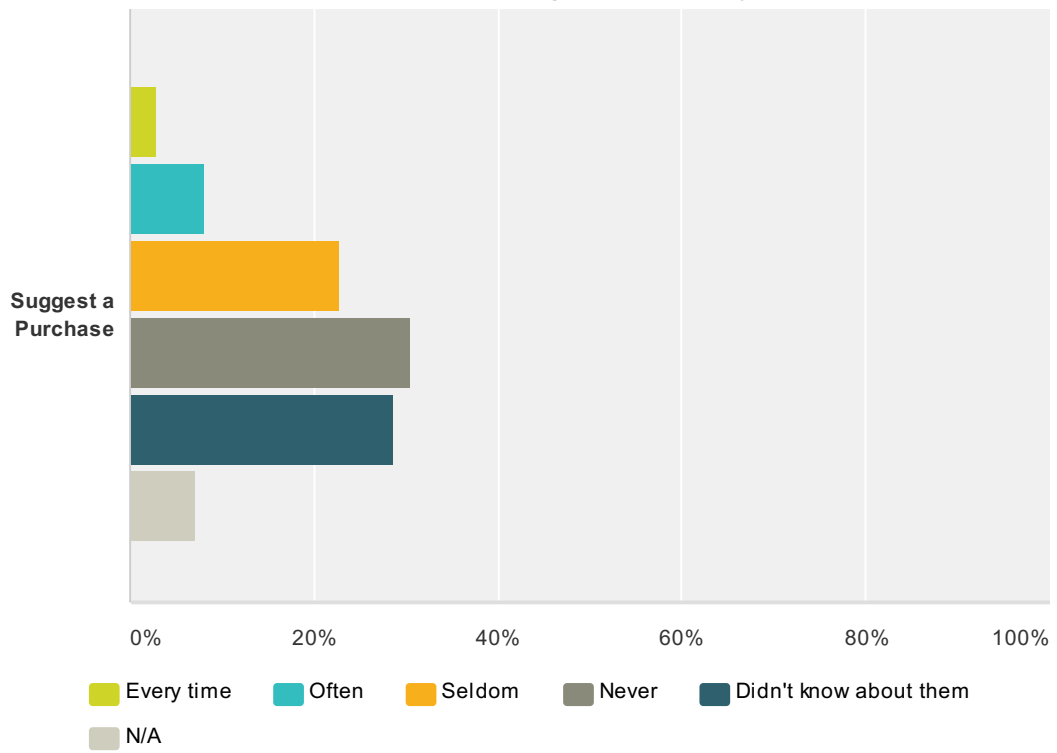
Answer Choices	Responses
In the Library	30.97% 945
At home on a PC or laptop	81.38% 2,483
On my smart phone/mobile device	29.17% 890
Other (please specify)	6.16% 188
<b>Total Respondents: 3,051</b>	

**Q3 How often do you choose the options in the gray boxes (dashboards) on the left such as “New Titles” to browse?**

Answered: 3,062 Skipped: 73



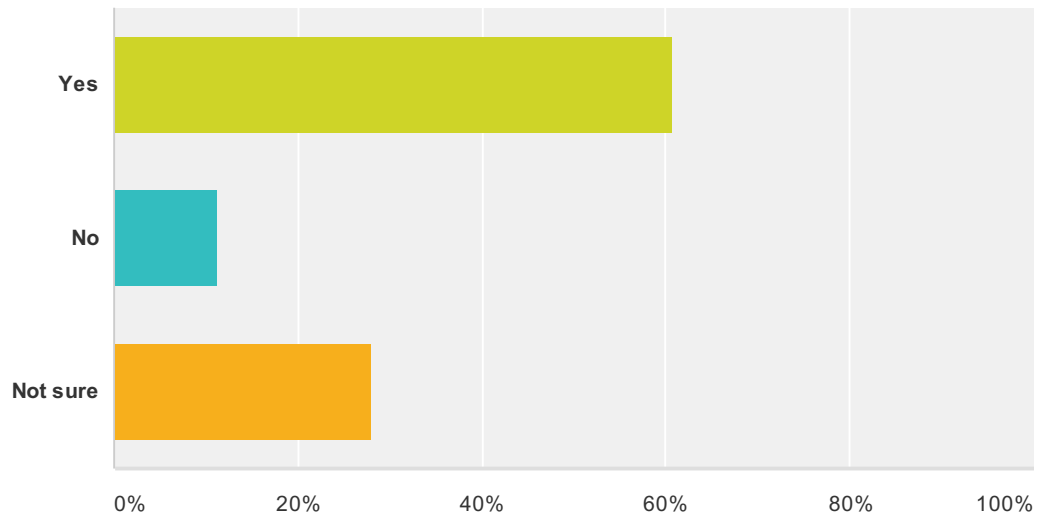
# Pinnacle Online Catalog User Survey



	Every time	Often	Seldom	Never	Didn't know about them	N/A	Total
Coming soon	7.99% 240	26.26% 789	24.10% 724	16.05% 482	21.30% 640	4.29% 129	3,004
Most Popular Titles	9.29% 276	32.32% 960	23.47% 697	13.47% 400	17.31% 514	4.14% 123	2,970
New Titles	12.72% 381	33.56% 1,005	21.07% 631	11.72% 351	17.06% 511	3.87% 116	2,995
Suggest a Purchase	2.97% 84	8.22% 233	22.77% 645	30.46% 863	28.56% 809	7.02% 199	2,833

### Q4 Do you find the scrolling book cover display useful? (Best-Selling Fiction, Recommended Titles, etc.)

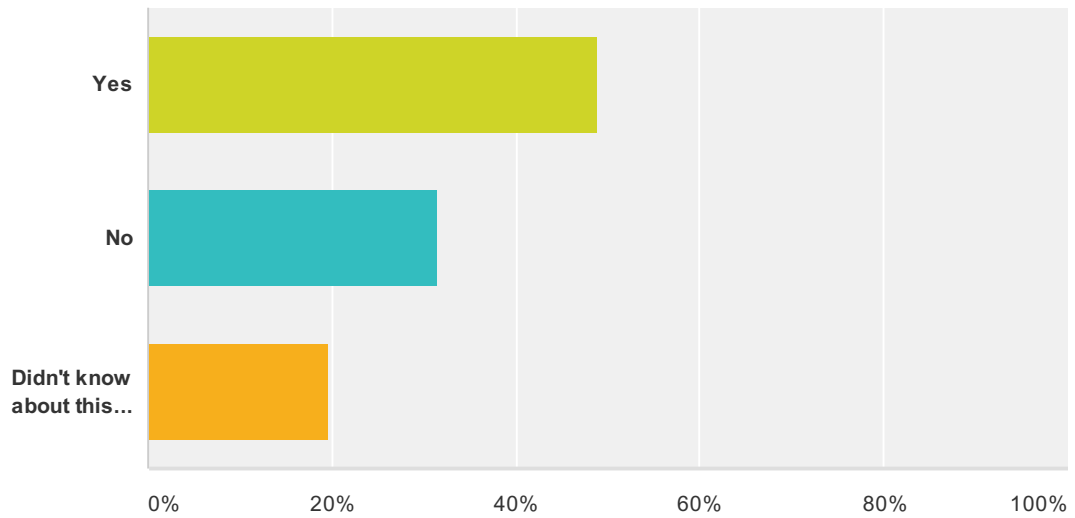
Answered: 3,041 Skipped: 94



Answer Choices	Responses
Yes	60.80% 1,849
No	11.25% 342
Not sure	27.95% 850
<b>Total</b>	<b>3,041</b>

### Q5 Do you use the “Limit by” feature to limit the results of your search BEFORE you conduct the search?

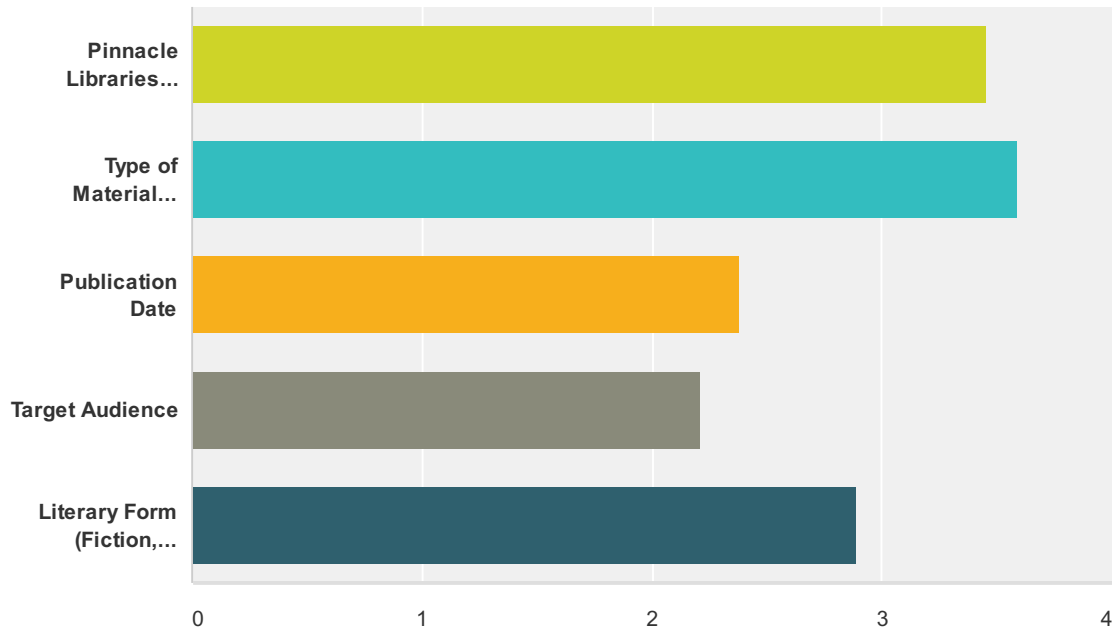
Answered: 3,048 Skipped: 87



Answer Choices	Responses	
Yes	48.75%	1,486
No	31.53%	961
Didn't know about this option	19.72%	601
<b>Total</b>		<b>3,048</b>

## Q6 Which of the Narrow Your Search options do you find useful?

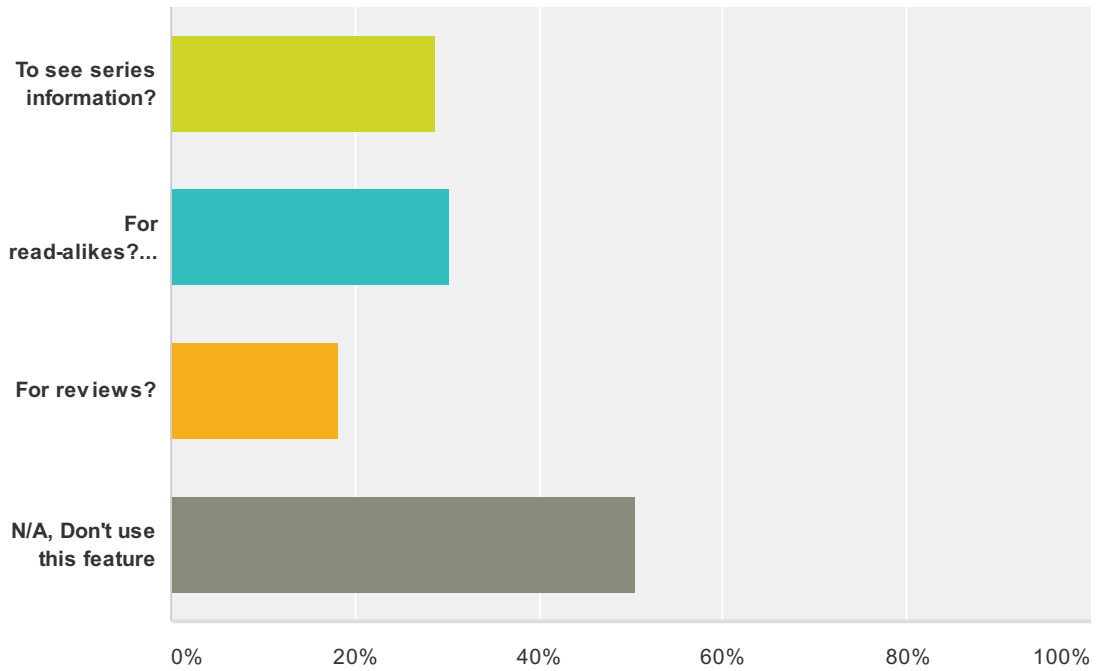
Answered: 2,785 Skipped: 350



	Very Useful	Useful	Somewhat Useful	Not Useful	N/A	Total	Average Rating
Pinnacle Libraries (Fountaindale, Joliet, Lemont, etc.)	57.91% 1,585	23.24% 636	8.70% 238	3.22% 88	6.94% 190	2,737	3.46
Type of Material (Book, Sound Recording, eBook)	63.24% 1,715	23.34% 633	5.38% 146	1.25% 34	6.78% 184	2,712	3.59
Publication Date	15.67% 410	20.11% 526	27.14% 710	20.18% 528	16.90% 442	2,616	2.38
Target Audience	10.84% 283	18.81% 491	25.93% 677	23.98% 626	20.45% 534	2,611	2.21
Literary Form (Fiction, Non-Fiction)	29.15% 775	28.69% 763	18.69% 497	10.04% 267	13.43% 357	2,659	2.89

### Q7 Do you use the Suggestions and More feature...?

Answered: 2,748 Skipped: 387

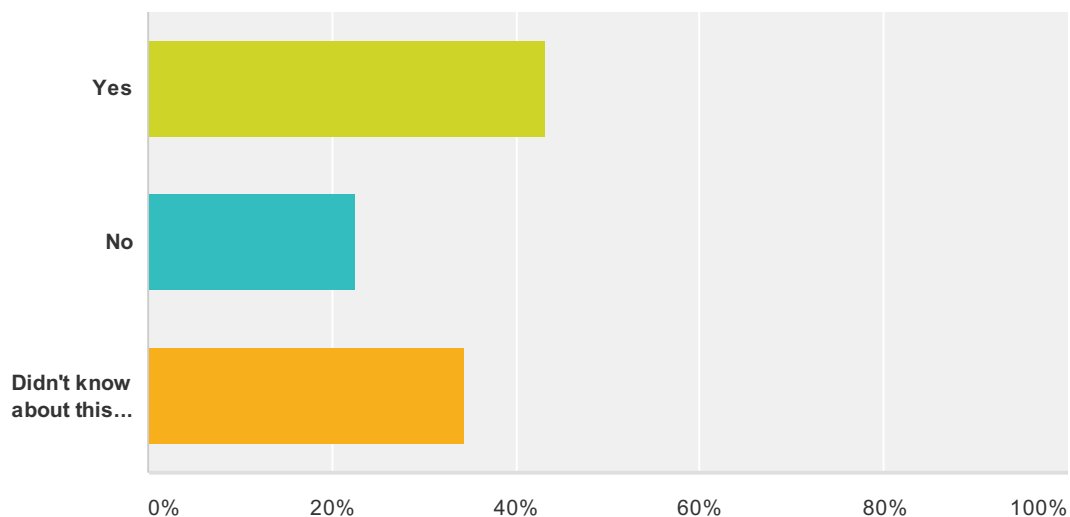


Answer Choices	Responses
To see series information?	28.89% 794
For read-alikes? (similar story/plot/author)	30.35% 834
For reviews?	18.20% 500
N/A, Don't use this feature	50.51% 1,388
<b>Total Respondents: 2,748</b>	



**Q8 When you do not find an item in the catalog, have you used the option to search WorldCat: Worldwide Libraries to request an inter-library loan? Inter-library loan: A service whereby an item is located from a library anywhere in the United States and shipped to your home library.**

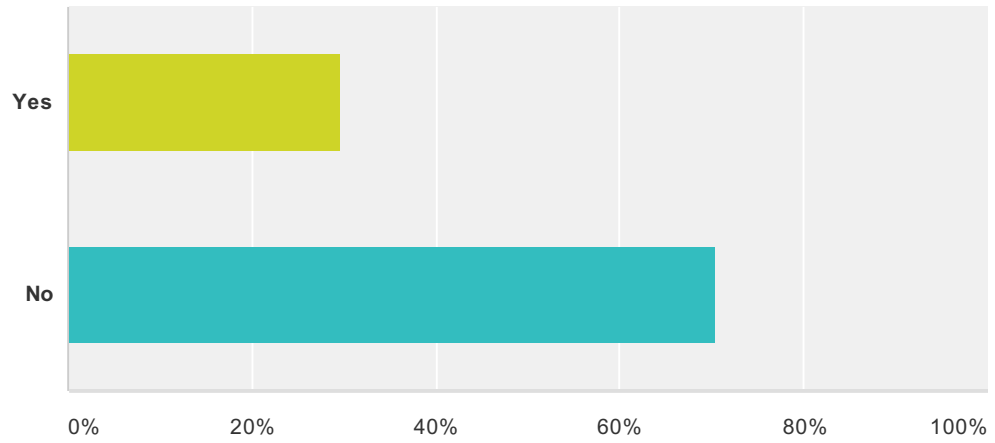
Answered: 2,775 Skipped: 360



Answer Choices	Responses
Yes	43.14% 1,197
No	22.49% 624
Didn't know about this option	34.38% 954
<b>Total</b>	<b>2,775</b>

### Q9 Are you aware that you can opt-in to keep your reading history via My Account?

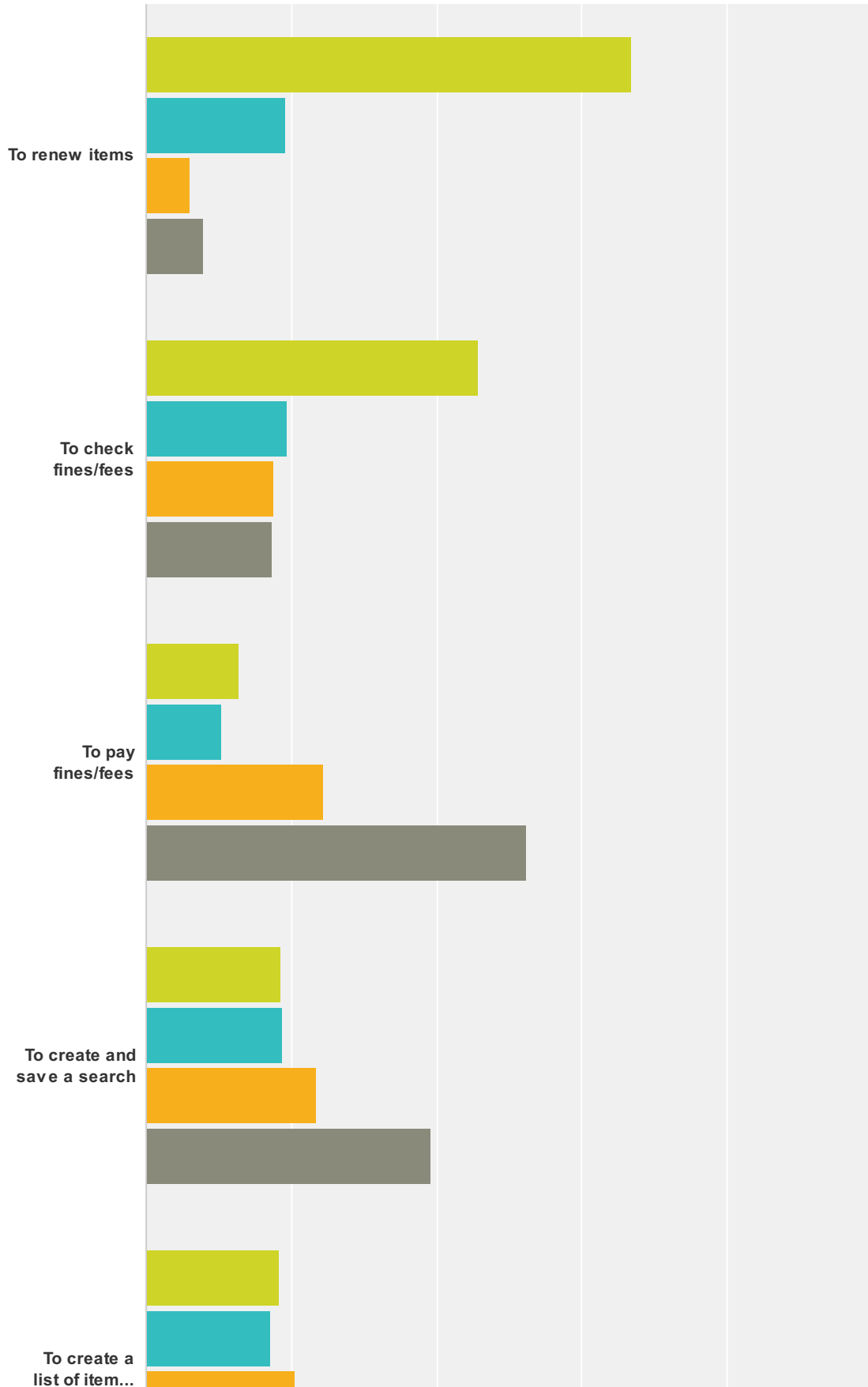
Answered: 2,767 Skipped: 368



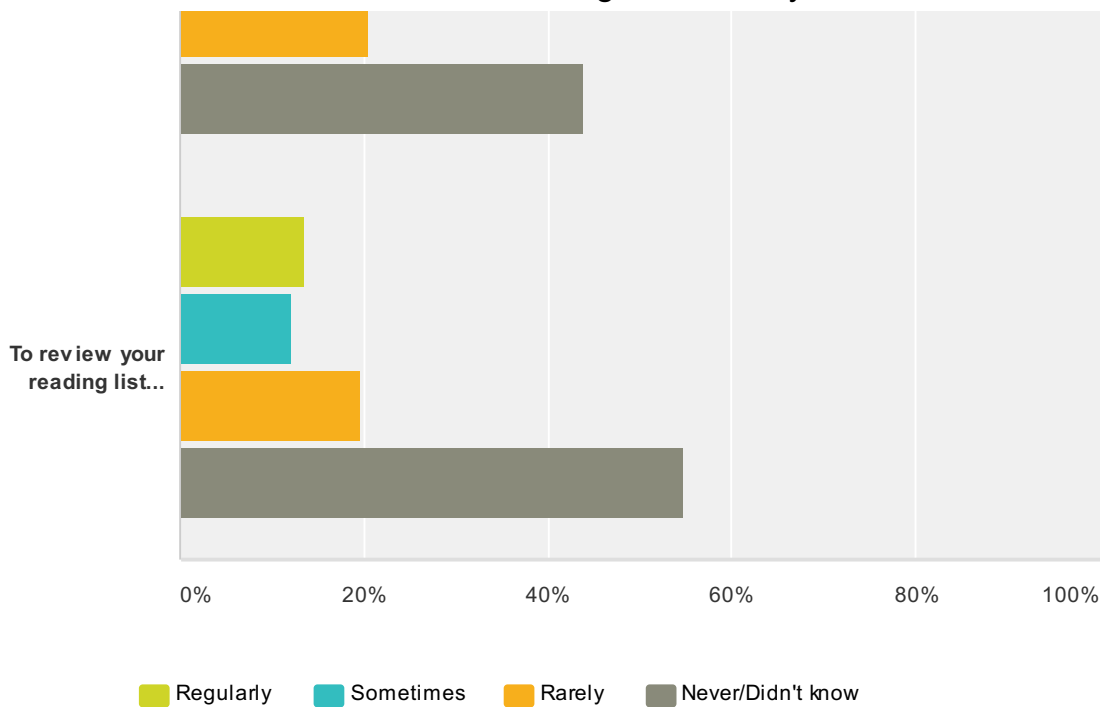
Answer Choices	Responses	
Yes	29.71%	822
No	70.29%	1,945
<b>Total</b>		<b>2,767</b>

### Q10 How often do you use the “My Account” feature.....

Answered: 2,787 Skipped: 348



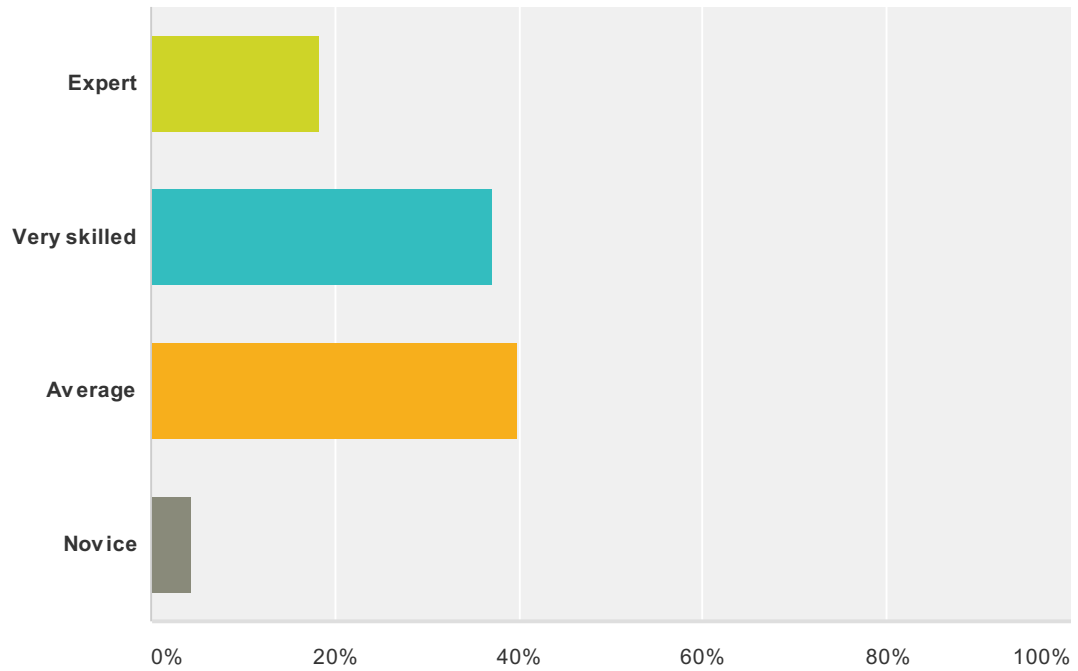
# Pinnacle Online Catalog User Survey



	Regularly	Sometimes	Rarely	Never/Didn't know	Total
To renew items	<b>66.74%</b> 1,848	<b>19.21%</b> 532	<b>6.07%</b> 168	<b>7.98%</b> 221	2,769
To check fines/fees	<b>45.70%</b> 1,232	<b>19.32%</b> 521	<b>17.62%</b> 475	<b>17.36%</b> 468	2,696
To pay fines/fees	<b>12.82%</b> 337	<b>10.39%</b> 273	<b>24.43%</b> 642	<b>52.36%</b> 1,376	2,628
To create and save a search	<b>18.68%</b> 500	<b>18.71%</b> 501	<b>23.42%</b> 627	<b>39.19%</b> 1,049	2,677
To create a list of items you wish to read	<b>18.40%</b> 495	<b>17.21%</b> 463	<b>20.48%</b> 551	<b>43.90%</b> 1,181	2,690
To review your reading list that you opted into	<b>13.63%</b> 364	<b>12.06%</b> 322	<b>19.59%</b> 523	<b>54.72%</b> 1,461	2,670

### Q11 What kind of web user do you consider yourself?

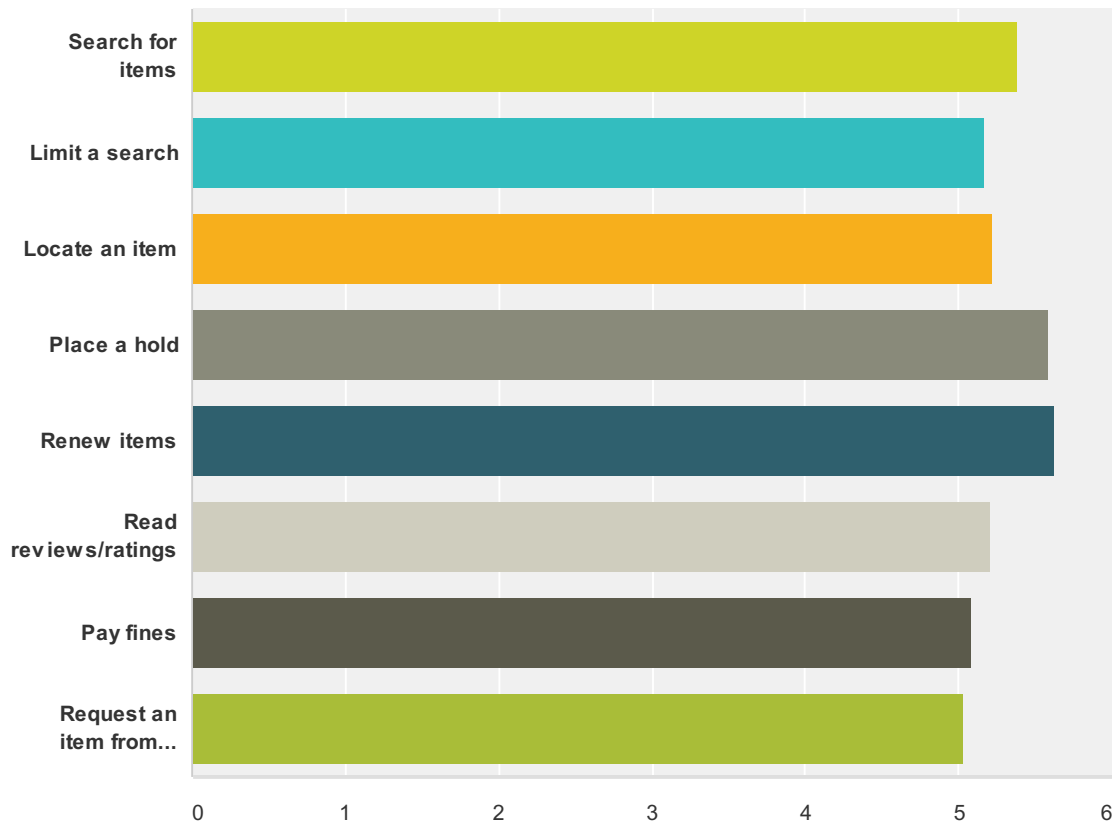
Answered: 2,778 Skipped: 357



Answer Choices	Responses
Expert	18.43% 512
Very skilled	37.19% 1,033
Average	39.92% 1,109
Novice	4.46% 124
<b>Total</b>	<b>2,778</b>

## Q12 Please rate the level of ease of doing each of these activities:

Answered: 2,789 Skipped: 346



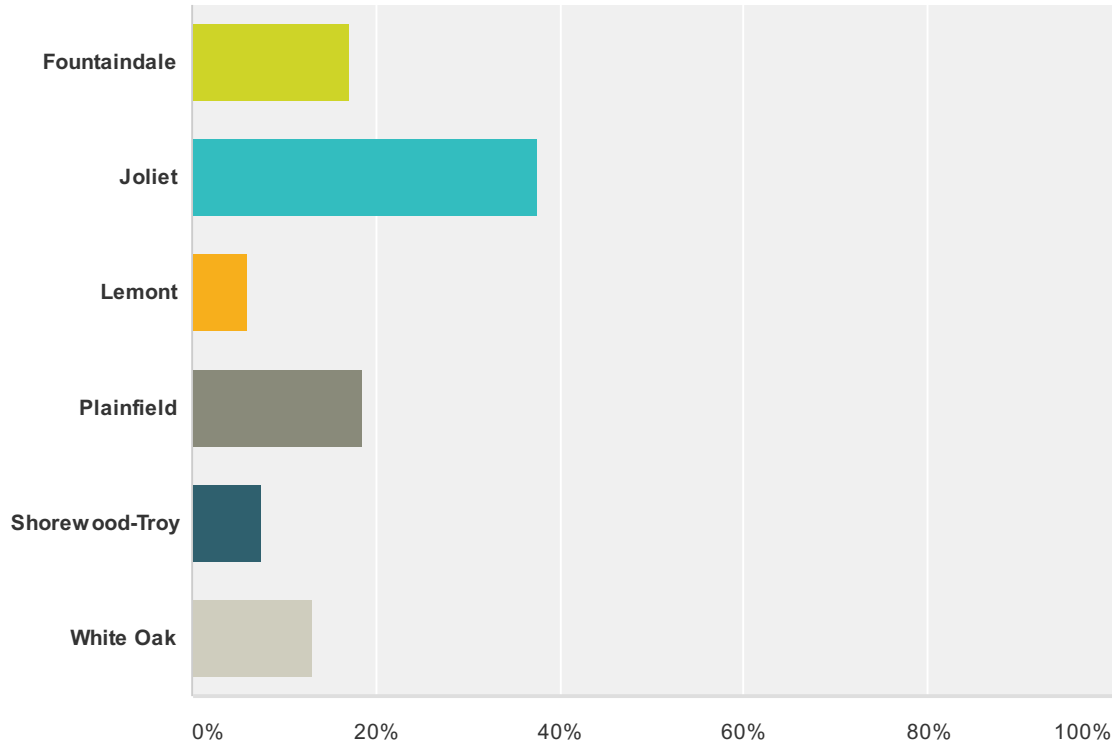
	Very Easy	Easy	Somewhat Easy	Somewhat Difficult	Difficult	Very Difficult	N/A	Total	Average Rating
Search for items	54.06% 1,503	30.86% 858	10.65% 296	1.83% 51	0.50% 14	0.22% 6	1.87% 52	2,780	5.38
Limit a search	39.20% 1,076	34.43% 945	15.08% 414	3.24% 89	0.62% 17	0.11% 3	7.32% 201	2,745	5.17
Locate an item	44.36% 1,220	34.62% 952	14.36% 395	2.80% 77	0.76% 21	0.29% 8	2.80% 77	2,750	5.22
Place a hold	65.52% 1,813	24.07% 666	5.96% 165	1.05% 29	0.18% 5	0.04% 1	3.18% 88	2,767	5.59
Renew items	67.39% 1,860	21.67% 598	4.75% 131	1.01% 28	0.14% 4	0.04% 1	5% 138	2,760	5.63
Read reviews/ratings	36.19% 989	29.31% 801	12.26% 335	2.05% 56	0.55% 15	0.26% 7	19.39% 530	2,733	5.21
Pay fines	20.53% 556	15.84% 429	7.42% 201	2.22% 60	0.63% 17	0.63% 17	52.73% 1,428	2,708	5.09
Request an item from outside the Pinnacle Library Cooperative	31.45% 856	20.39% 555	10.84% 295	4.52% 123	1.40% 38	1.18% 32	30.24% 823	2,722	5.04

**Q13 If you could change or improve something about the online catalog, what would it be?**

Answered: 1,167 Skipped: 1,968

### Q14 Which is your home library? (The Library shown on your library card)

Answered: 2,836 Skipped: 299

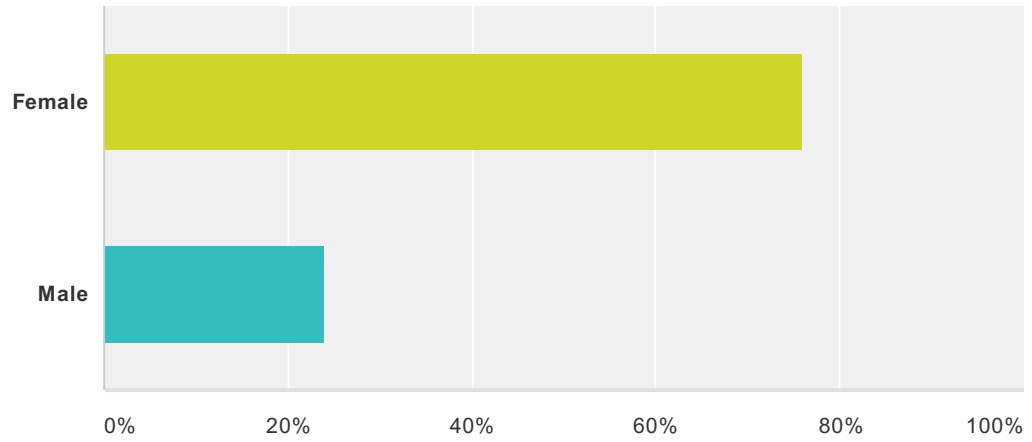


Answer Choices	Responses
Fountaindale	17.21% 488
Joliet	37.62% 1,067
Lemont	5.96% 169
Plainfield	18.55% 526
Shorewood-Troy	7.44% 211
White Oak	13.22% 375
<b>Total</b>	<b>2,836</b>



### Q15 What is your gender?

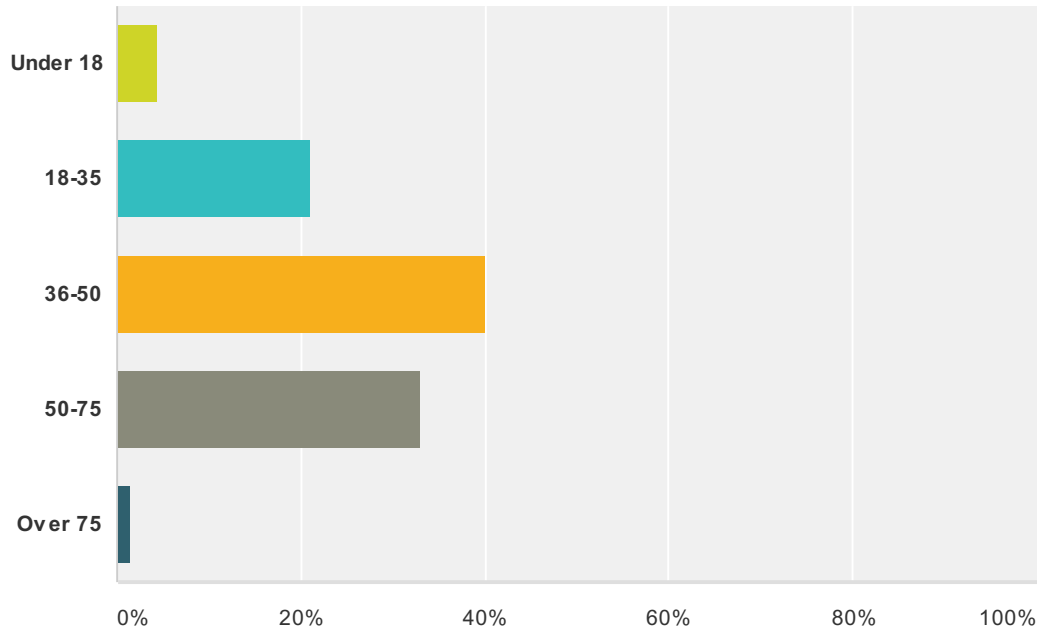
Answered: 2,781 Skipped: 354



Answer Choices	Responses
Female	75.98% 2,113
Male	24.02% 668
<b>Total</b>	<b>2,781</b>

### Q16 How old are you?

Answered: 2,787 Skipped: 348



Answer Choices	Responses
Under 18	4.49% 125
18-35	21.17% 590
36-50	40.01% 1,115
50-75	32.97% 919
Over 75	1.36% 38
<b>Total</b>	<b>2,787</b>

**Q17 Optional: If you would like to be entered into a drawing to win a Kindle Fire HDX, please include your contact information below.**

Answered: 2,431 Skipped: 704