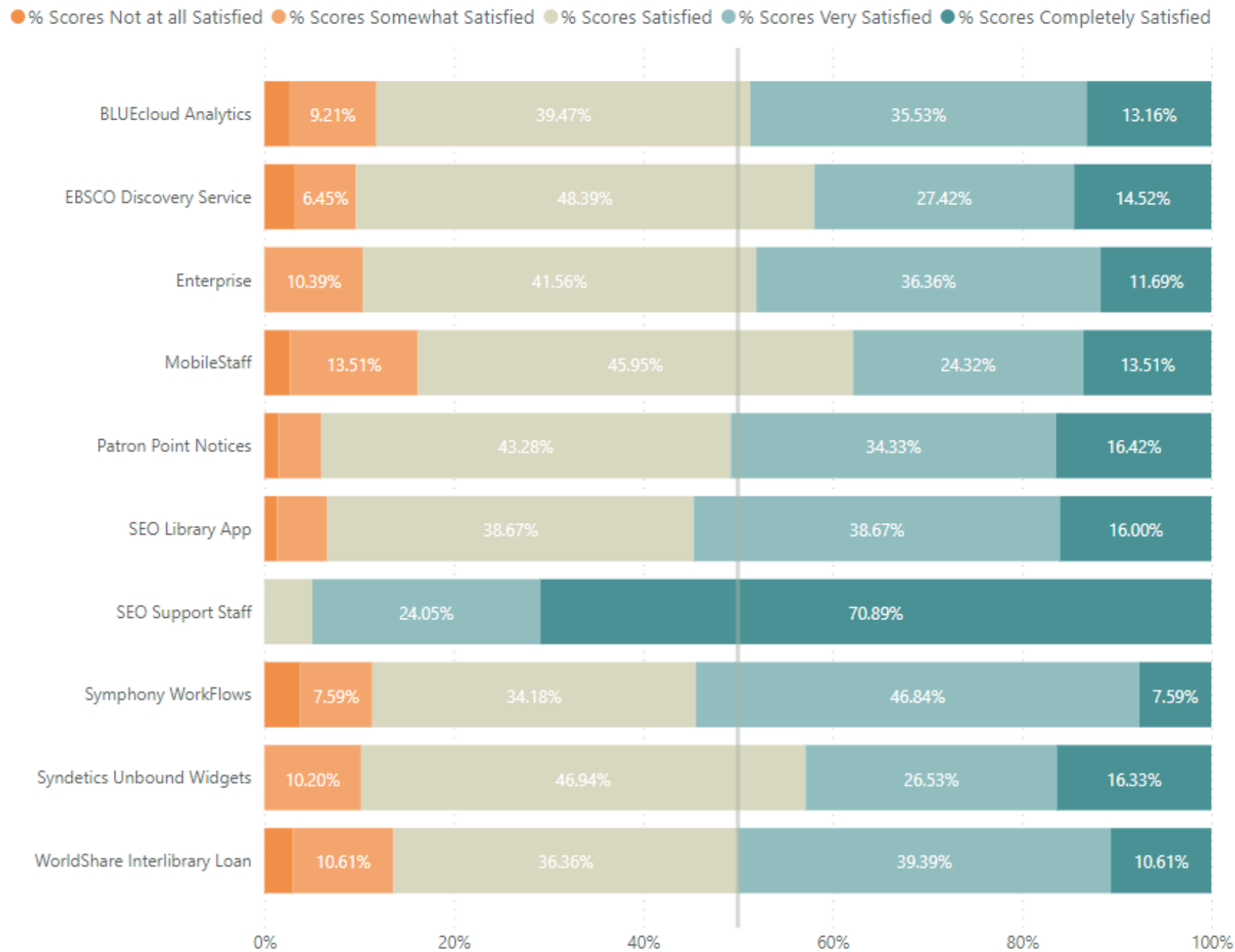# SEO Library Software Platform and Service Survey Results
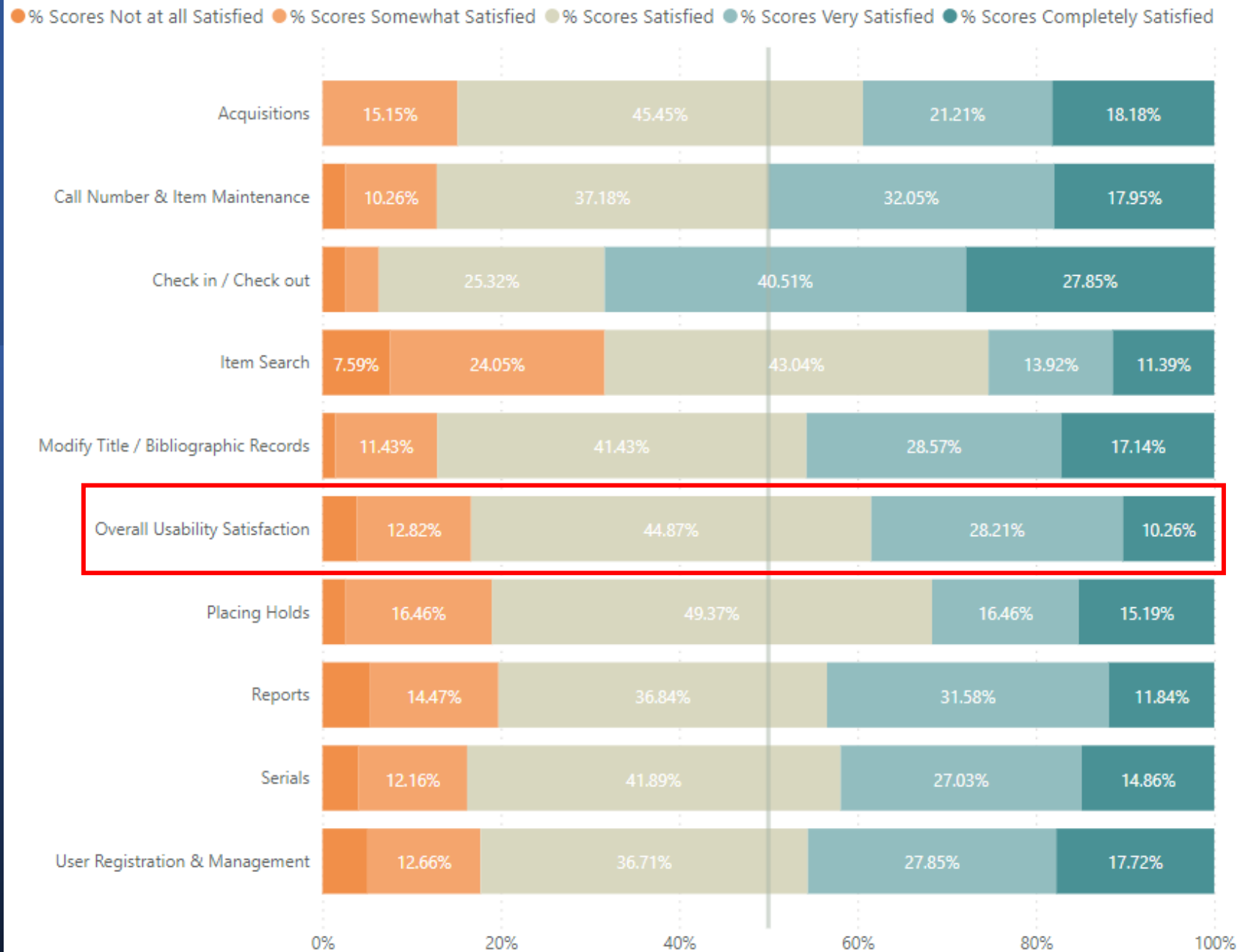
About the Survey

- Survey opened on April 3, 2023
- Survey closed on April 17, 2023
- 79 total participating libraries
- Satisfaction with the Library Software Platform (LSP) & SEO Services
  - LSP includes all staff and patron-facing library services
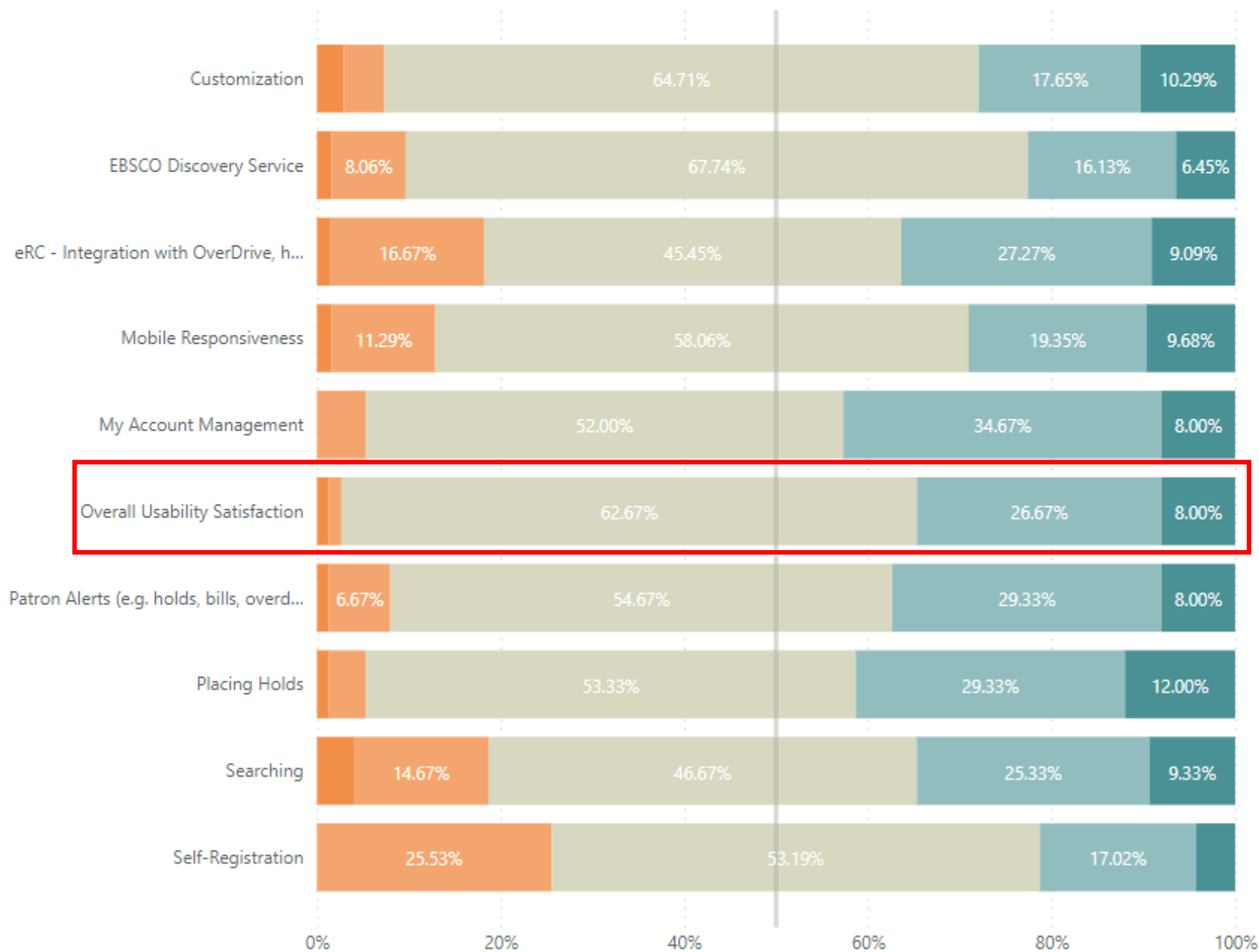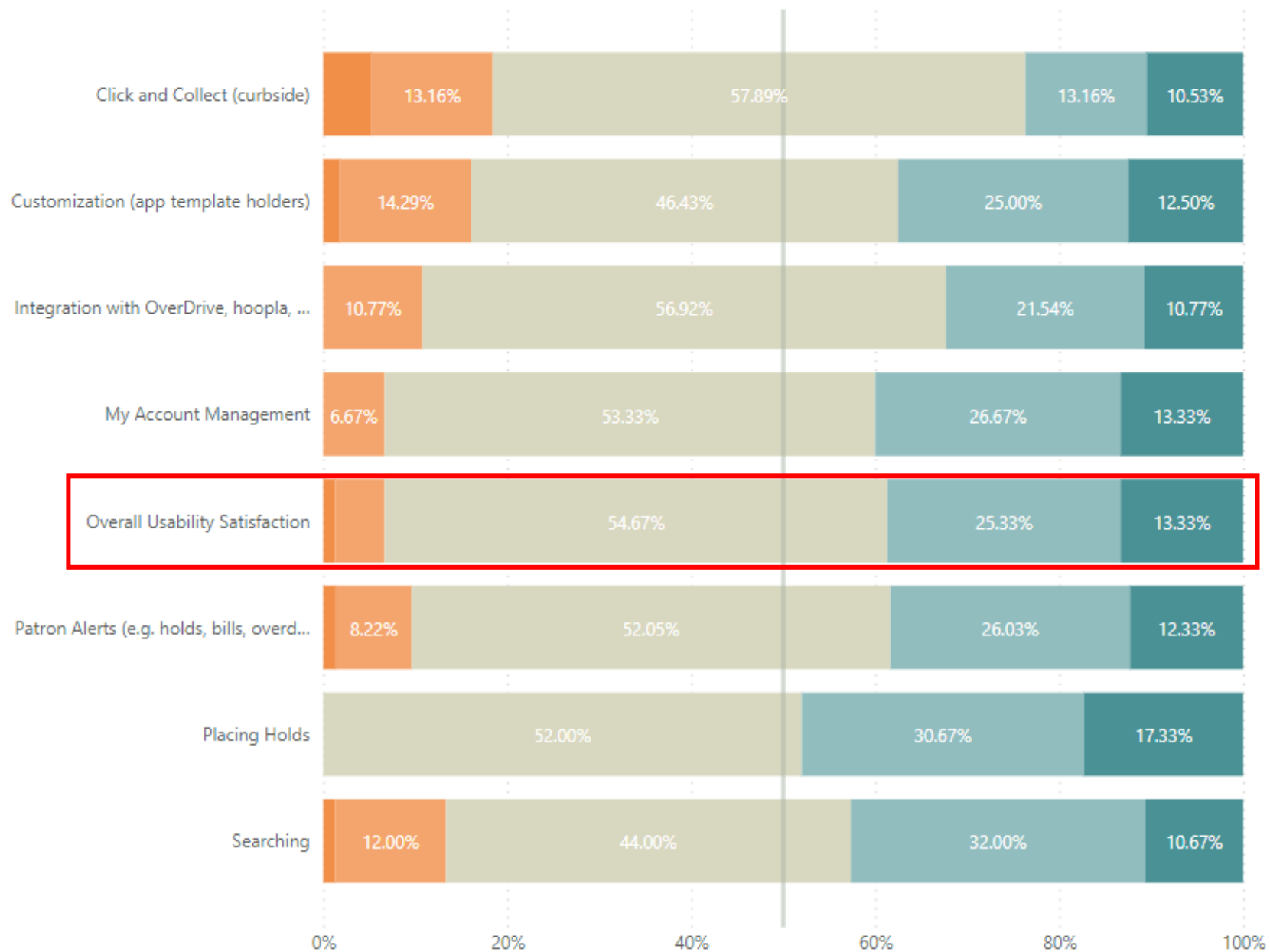
Overall Satisfaction

WorkFlows

Legend: % Scores Not at all Satisfied, % Scores Somewhat Satisfied, % Scores Satisfied, % Scores Very Satisfied, % Scores Completely Satisfied

Category	% Scores Somewhat Satisfied	% Scores Satisfied	% Scores Very Satisfied	% Scores Completely Satisfied
Acquisitions	15.15%	45.45%	21.21%	18.18%
Call Number & Item Maintenance	10.26%	37.18%	32.05%	17.95%
Check in / Check out	25.32%	40.51%	27.85%	
Item Search	7.59% / 24.05%	43.04%	13.92%	11.39%
Modify Title / Bibliographic Records	11.43%	41.43%	28.57%	17.14%
Overall Usability Satisfaction	12.82%	44.87%	28.21%	10.26%
Placing Holds	16.46%	49.37%	16.46%	15.19%
Reports	14.47%	36.84%	31.58%	11.84%
Serials	12.16%	41.89%	27.03%	14.86%
User Registration & Management	12.66%	36.71%	27.85%	17.72%

Enterprise

Legend: ● % Scores Not at all Satisfied ● % Scores Somewhat Satisfied ● % Scores Satisfied ● % Scores Very Satisfied ● % Scores Completely Satisfied
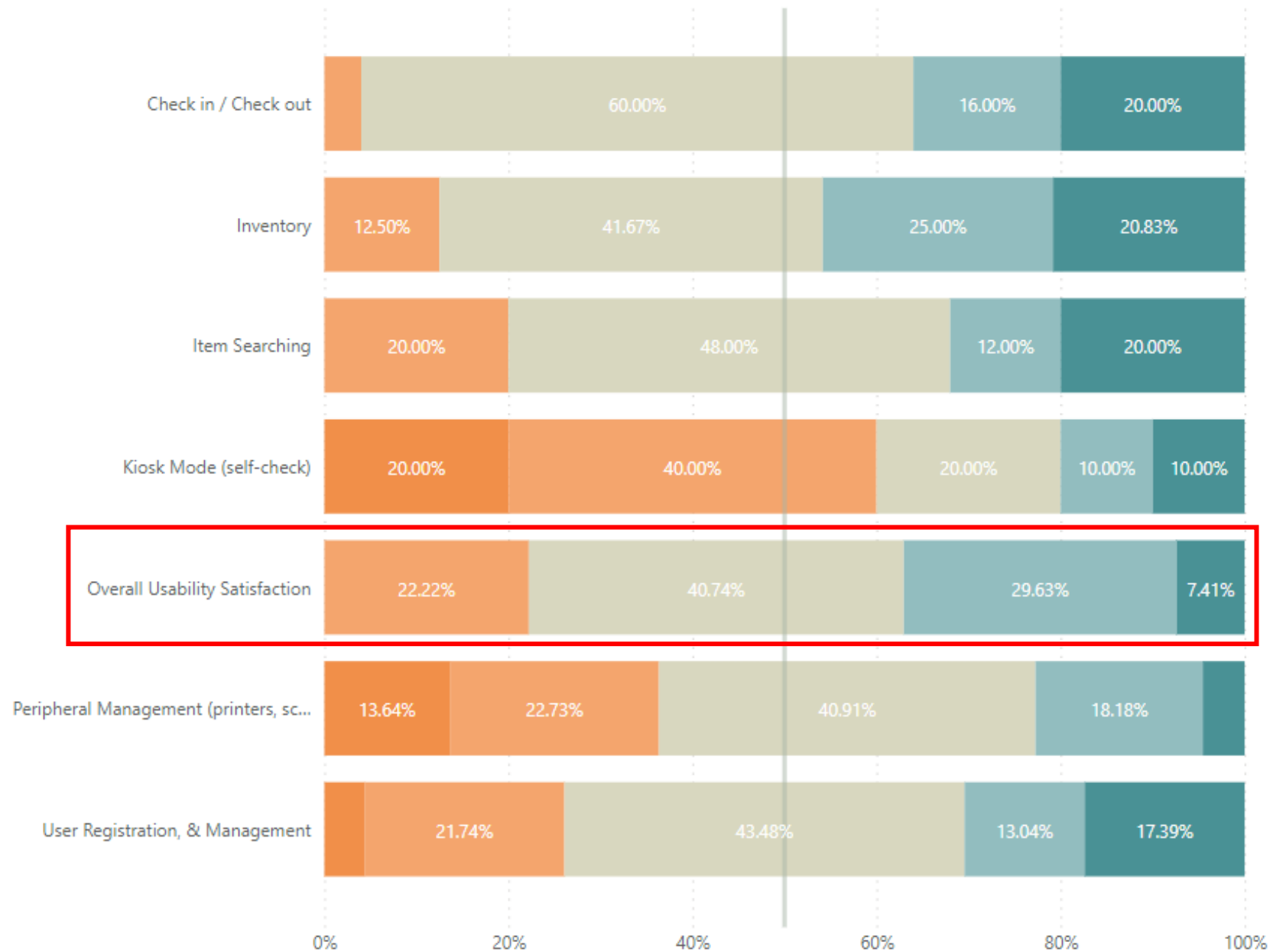
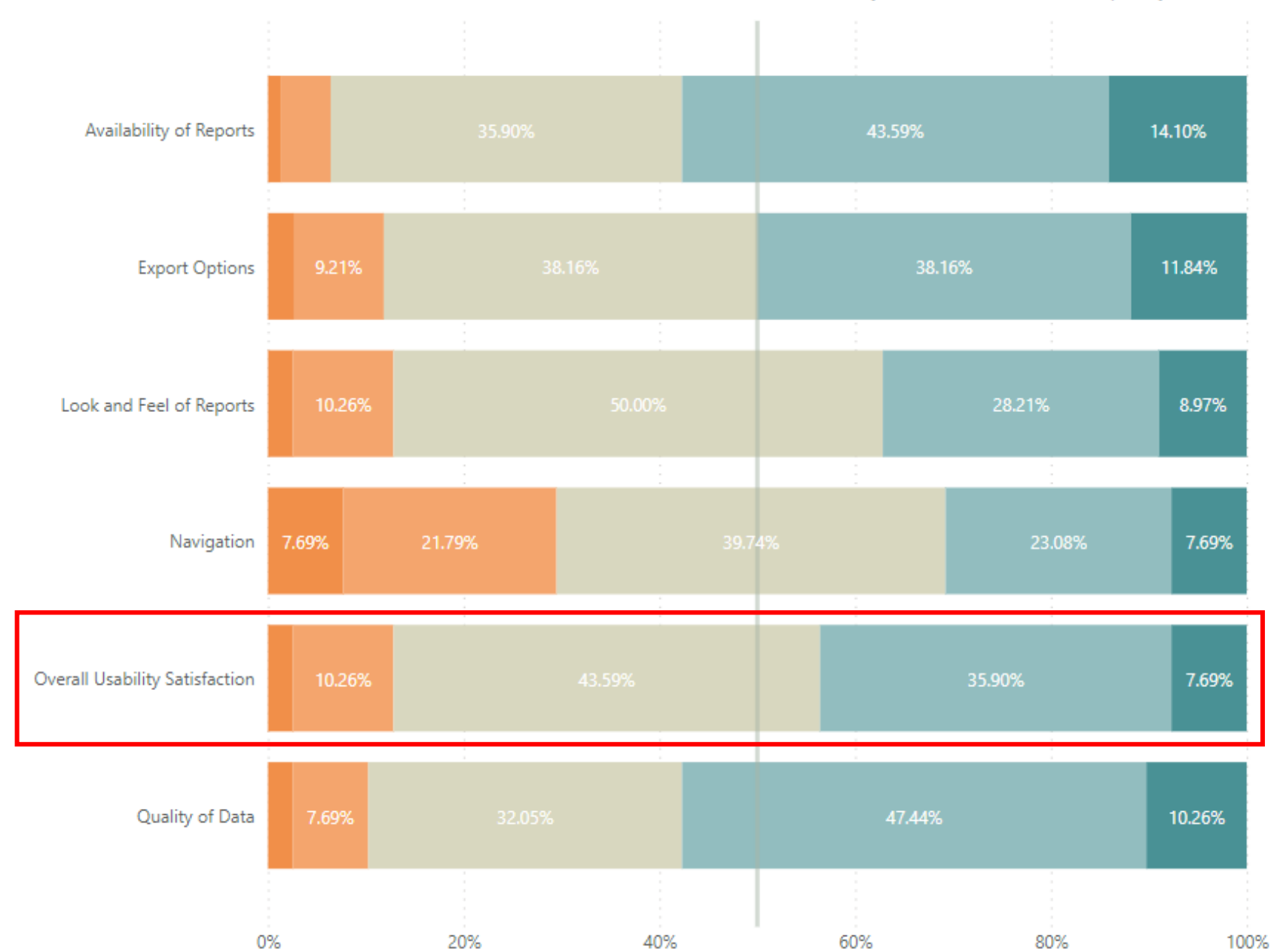| Category	Somewhat Satisfied	Satisfied	Very Satisfied	Completely Satisfied
Customization		64.71%	17.65%	10.29%
EBSCO Discovery Service	8.06%	67.74%	16.13%	6.45%
eRC - Integration with OverDrive, h...	16.67%	45.45%	27.27%	9.09%
Mobile Responsiveness	11.29%	58.06%	19.35%	9.68%
My Account Management		52.00%	34.67%	8.00%
Overall Usability Satisfaction		62.67%	26.67%	8.00%
Patron Alerts (e.g. holds, bills, overd...	6.67%	54.67%	29.33%	8.00%
Placing Holds		53.33%	29.33%	12.00%
Searching	14.67%	46.67%	25.33%	9.33%
Self-Registration	25.53%	53.19%	17.02%	