Measuring GALILEO's Performance
2009 GALILEO User Survey Report

Contents

January 29, 2010

I. Background and Methodology

The annual GALILEO survey is conducted to ascertain user satisfaction and usage habits regarding GALILEO resources. Annual surveys have been conducted since 1996, one year after the GALILEO initiative was put into production. For most years, the survey was administered via a link on the website in the fall, traditionally and optimal time for gathering information in K-12, public, and academic libraries. In 2009, the survey link appeared in the spotlight area of each user view except GALILEO Kids. For most users, GALILEO Kids is accessed through the K-12 default user view, which did include the survey link, so younger users were able to see the invitation when they first went to GALILEO. The 2009 survey was open from November 9−15, 2009. All surveys were gathered via the GALILEO website.

The survey included questions included in each year previous, as well as questions asked only in 2009 to measure satisfaction with specific features and technologies. Below is a summary of questions on the 2009 survey:

- Five statements rated by respondent on GALILEO performance and value (included each year)
- Five statements rated by respondent about new functions with space to comment (2009 survey)
- Open-ended question: "I would improve GALILEO by . . ." (included each year)
- Questions probing communication preferences and expectations for mobile optimization (2009 survey)
- Self-identifying and –describing questions about user and institution types, usage frequency, and where respondent learned about GALILEO (included each year)

Survey instrument (Appendix A)

ABOUT THE RESPONSES: There were 912 completed surveys after de-duplication, a 10% increase from last year's total (827).

User Types
Of the 824 respondents who self-identified, 510 were non-librarian user types. With the removal of librarians and media specialists, who represented 38% of the respondents, the largest number of responses came from users who identified themselves as undergraduate students (32%), followed by Faculty (18.4%). Undergraduates were at the top last year, and K-12 students were second.

Institution Types
The highest percentage of responses came from public K12 schools, whether media specialists were included (29.9%) or removed (27.4%). The next highest percentages came from four-year USG institutions (20.2%, 25.4%). The same groups were the highest responders last year.

II. Summary of Data

Rating Performance and Value
As in past years, survey respondents indicate a high level of satisfaction with GALILEO performance and value. For example, 95% agree or strongly agree that GALILEO is a valuable service and 83.9% agree or strongly agree they found it easy to use GALILEO. In years up to 2009, a four-element forced-choice Likert scale was used; in 2009 the scale was updated to

include a neutral choice. Results were counted for all respondents and separately for all respondents minus librarians and media specialists. The intention for this grouping of data was to be sure end user responses were measured apart from librarians and media specialists, but in fact, the percentages changed very little (< 6% change) in the top chosen categories for each statement whether the librarians and media specialists were included or not. In the narrative below, percentages refer to all respondents.

Rating New Tools and Features
An additional question on the 2009 survey asked respondents to rate their satisfaction with recently- implemented tools and features, such as the GALILEO Toolbar and Journals A-Z, with a follow-up open-ended question asking for comments about the tools. Again, the satisfaction ratings were high. Journals A-Z as a tool for streamlining access to journal and magazine content was rated agree or strongly agree by 79.2%. GALILEO Search as a way to retrieve satisfactory results was rated agree or strongly agree by 73.5%. although many users have not discovered the video tutorials (33%) or downloaded the GALILEO Toolbar (30%).

The open-ended question asking for comments or questions about the tools mentioned was answered by 150 (16.4%) of respondents. Of these, 13.3% (20) noted that the respondent was not aware of some or all the tools. Comments varied from rave reviews of tools ("I adore the journal search; it saves so much time if I have an article in mind and am searching for it") to reports of issues encountered ("GALILEO Search takes too long for our servers—it times us out"). Some users from public K-12 schools (8, or 5.3%) reported local technical or policy issues with downloading the GALILEO Toolbar.

"Improve" Narrative
Of the 912 respondents to the 2009 survey, 587, or 64.4%, took the time to offer narrative comments to the "I would improve GALILEO by . . ." question that is asked on the annual survey each year. Of the 587 comments, 14.4% (83) were positive and 4.09% (24) were mixed with positive and negative elements. Some representative positive comments are below.

- "I actually enjoy using GALILEO when finding resources for all my literature papers. I think that the content is very easy to navigate and use. I do not have any complaints."
- "As an educator, I really like GALILEO and encourage our students to use it. I think for some students it can be overwhelming, so I engage them with one database and then, once they are comfortable with that introduce them to others. GALILEO is a great time saving device and provides students with scholarly information."
- "I find that GALILEO meets the information needs of our students after they learn how to use the many, many databases available."
- "I really don't know how you could better GALILEO. GALILEO is very simple and easy to understand. I believe a first time computer user could easily navigate through the different tabs and such that GALILEO has. It has plenty of information that one would need to complete a project, essay, etc."
- "Continue to enhance the student areas with more sites for them to search for information. (Thanks for the improvements that were made last year. They're great!)"
- "i thnk galileo iz vry uzefol b/c i uze it at mi houze!!
  galileo iz a gret wbste 2 uze evn if u r at school!!"

While the positive narrative responses and the high ranking users gave to GALILEO in other parts of the survey show an overall satisfaction with GALILEO, this question asks users to offer opinions about shortcomings or areas that need improvement, so it is understandable that the number of responses coded as negative or neutral are higher than the number of strictly positive responses. Suggestions made in response to this question are valuable sources for informing

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modifications and future development of GALILEO and have been referred to the change review process.

Over one third of the comments (37%) related to a suggestion to add content, either by general suggestions for more databases (18%) or for specific subject areas or products (11%). Many comments (10.7%) concerned the interfaces, which still have a new feel having been implemented in March 2008, referring to the look and feel ("I would like a search box on the first screen"), to the organization and navigation ("I have some trouble navigating the site and finding the resources I need"), and to anticipated updates ("I look forward to the new interface for elementary level users"). A few comments (18, or 3.1%) referred to searchability challenges and performance issues with the federated search product that powers GALILEO Search, WebFeat, including problems encountered with server errors and other error messages. Performance issues have been reported to the vendor, and most have been resolved since the survey responses were collected.

Some comments reflected expectations that have been molded by users' experiences with the Web, such as optimization for mobile formats and "Did you mean?" suggestions for spell checking and search term refinement. Customization options, such as persistent folders and customized search sets created by individual users, were also suggested ("I would love it if I could sign in to GALILEO and have my favorite database pop up first").

Tabulation Chart (Appendix B)

Preferred Information Channels
The survey also included a question on preferred information channels (e-mail, RSS, and social networking sites). Over half of the respondents preferred to receive information through e-mail (59.5%). The second preferred choice was Facebook at 17.5%. Twitter received the most votes for "Will not use and would waste valuable resources to maintain."

Mobile Optimization
A final question addressed the desirability of mobile optimization. The majority of respondents (59%) are not currently using mobile devices for research; however, a much smaller number (31%) answered that they disagree or strongly disagree to the desirability of searching GALILEO databases with their mobile devices. User expectations for a mobile interface and search tool may evolve quickly. The follow up question, "What are some things would you like to do on GALILEO using your mobile device," was addressed by 252 (27.6%) of the respondents. Of these, 91 (36.1%) responded that they didn't have mobile devices, or didn't subscribe to Internet service on their mobile devices, or that they wouldn't use them for research. More than half of the respondents who answered the question (143, or 56.7%) described ways they would use their mobile device for research. Below are sample responses.
- Search for the authors of articles, get brief summaries of articles so that I can decide if it is worth looking more in depth into for a project or paper
- Search and use newspapers and magazines while waiting.
- Research while studying for tests
- *Consumer Reports* research when shopping.
- Mobile devices would be good if someone wanted to receive a RSS feed on a saved search for current awareness or tables of contents of newly published journal literature
- I could look up certain scraps of information that I wouldn't want to pull out my laptop to look up. I could also send a piece of information over to a friend if they are having trouble finding something themselves
- Find articles needed for homework. I have elementary and middle school children who are busy with after-school activities. It would be wonderful to have them to do their

research while waiting for their siblings at soccer/baseball practice instead of when we get home.
- E-mail result back to myself for later reference or printing from another computer.
- show videos like tornado of 36 and MLK speeches

Conclusion
The 2009 annual user survey is a rich source of data on satisfaction levels with GALILEO, in general, and various tools and features in particular. The survey data is also a rich source of information on user expectations to inform future development.

Note: In the tables and graphs following, totals may not be the same for every question as participants were not required to answer all questions. For each question, the first set of tables and graphs include librarians and media specialists in the totals; the second set show the totals with those two user types removed. Tables that include librarians and media specialists are shaded in blue; tables with those user types removed are shaded in orange.

III. Rating Performance and Value

Please indicate your opinion about GALILEO (includes librarians and media specialists)
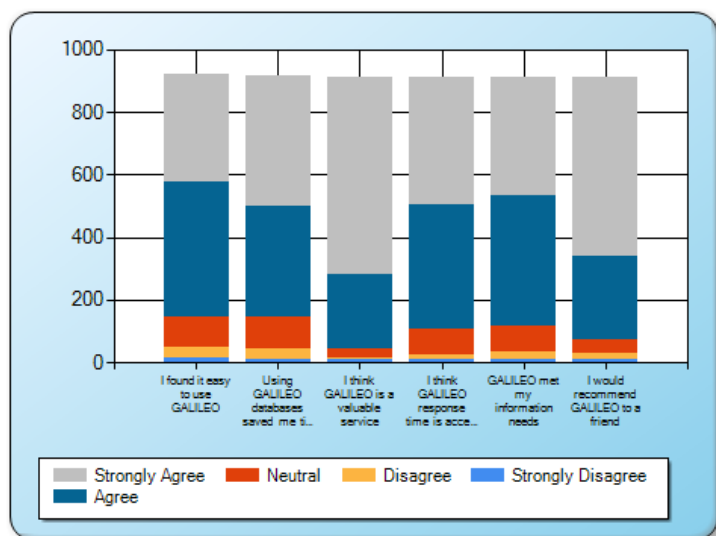
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
I found it easy to use GALILEO	345	**429**	99	34	15	**922**
	37.4%	**46.5%**	10.7%	3.7%	1.6%	**100.0%**
Using GALILEO databases saved me time	**416**	353	102	34	10	**915**
	45.5%	38.6%	11.1%	3.7%	1.1%	**100.0%**
I think GALILEO is a valuable service	**633**	235	30	6	9	**913**
	69.3%	25.7%	3.3%	0.7%	1.0%	**100.0%**
I think GALILEO response time is acceptable	**408**	393	86	13	10	**910**
	44.8%	43.2%	9.5%	1.4%	1.1%	**100.0%**
GALILEO met my information needs	378	**416**	84	22	11	**911**
	41.5%	**45.7%**	9.2%	2.4%	1.2%	**100.0%**
I would recommend GALILEO to a friend	**570**	270	44	16	12	**912**
	62.5%	29.6%	4.8%	1.8%	1.3%	**100.0%**

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Please indicate your opinion about GALILEO (does not include librarians and media specialists)
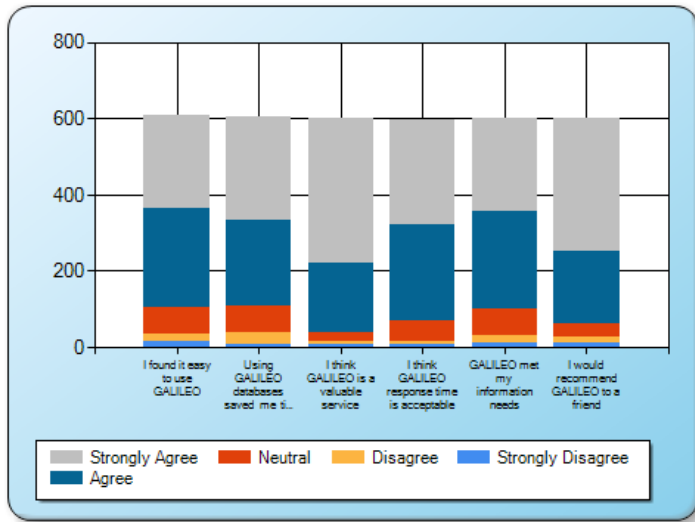
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
I found it easy to use GALILEO	245	**259**	67	22	15	**608**
	40.3%	**42.6%**	11.0%	3.6%	2.5%	**100.0%**
Using GALILEO databases saved me time	**272**	225	71	28	10	**606**
	44.9%	37.1%	11.7%	4.6%	1.7%	**100.0%**
I think GALILEO is a valuable service	**383**	180	26	5	9	**603**
	63.5%	29.9%	4.3%	0.8%	1.5%	**100.0%**
I think GALILEO response time is acceptable	**276**	251	55	9	8	**599**
	46.1%	41.9%	9.2%	1.5%	1.3%	**100.0%**
GALILEO met my information needs	244	**253**	71	21	11	**600**
	40.7%	**42.2%**	11.8%	3.5%	1.8%	**100.0%**
I would recommend GALILEO to a friend	**348**	190	37	15	12	**602**
	57.8%	31.6%	6.1%	2.5%	2.0%	**100.0%**

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Detailed Responses for Question 1: Satisfaction Ratings

In this section, responses to each of the statements in Question 1: "Please rate your opinion about GALILEO" have been detailed to show responses first by user type then by institution type.

User types
- Student, Graduate
- Student, Undergraduate
- Student, 2 year/Technical
- Student, K-12
- Librarian/Library Staff
- Media Specialist
- Faculty
- K-12 Teacher
- Public library user
- Other

Institution types
- State (public) 4-year College/University
- State (public) 2-year College/University
- Private 4-year College/University
- Private 2-year College/University
- Technical Institute or College
- Public Library
- K-12 Public School
- K-12 Private School
- Other

Statement 1: "I found it easy to use GALILEO"
Responses by user type

		1: Please indicate your opinion about GALILEO (required) (I found it easy to use GALILEO)					
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Student, Graduate	Count	19	**21**	6	1	3	**50**
	% by Row	38.0%	**42.0%**	12.0%	2.0%	6.0%	**100.0%**
Student, Undergraduate	Count	61	**73**	20	6	3	**163**
	% by Row	37.4%	**44.8%**	12.3%	3.7%	1.8%	**100.0%**
Student, 2 year/Technical	Count	**20**	13	0	3	4	**40**
	% by Row	**50.0%**	32.5%	0.0%	7.5%	10.0%	**100.0%**
Student, K-12	Count	**37**	17	6	2	2	**64**
	% by Row	**57.8%**	26.6%	9.4%	3.1%	3.1%	**100.0%**
Librarian/Library Staff	Count	70	**114**	26	7	0	**217**
	% by Row	32.3%	**52.5%**	12.0%	3.2%	0.0%	**100.0%**
Media Specialist	Count	30	**56**	6	5	0	**97**
	% by Row	30.9%	**57.7%**	6.2%	5.2%	0.0%	**100.0%**
Faculty	Count	30	**50**	8	5	1	**94**
	% by Row	31.9%	**53.2%**	8.5%	5.3%	1.1%	**100.0%**
K-12 Teacher	Count	24	**26**	1	0	0	**51**
	% by Row	47.1%	**51.0%**	2.0%	0.0%	0.0%	**100.0%**
Public library user	Count	5	**8**	3	0	1	**17**
	% by Row	29.4%	**47.1%**	17.6%	0.0%	5.9%	**100.0%**
Other	Count	**12**	10	5	1	0	**28**
	% by Row	**42.9%**	35.7%	17.9%	3.6%	0.0%	**100.0%**
Total	Count	308	388	81	30	14	821
	% by Row	37.5%	47.3%	9.9%	3.7%	1.7%	100.0%

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Statement 1: "I found it easy to use GALILEO"
Responses by institution type

		1: Please indicate your opinion about GALILEO (required) (I found it easy to use GALILEO)					
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
State (public) 4-year College/University	Count	65	**78**	17	6	1	**167**
	% by Row	38.9%	**46.7%**	10.2%	3.6%	0.6%	**100.0%**
State (public) 2-year College/University	Count	**29**	18	2	5	2	**56**
	% by Row	**51.8%**	32.1%	3.6%	8.9%	3.6%	**100.0%**
Private 4-year College/University	Count	37	**73**	24	2	2	**138**
	% by Row	26.8%	**52.9%**	17.4%	1.4%	1.4%	**100.0%**
Private 2-year College/University	Count	1	**3**	0	0	0	**4**
	% by Row	25.0%	**75.0%**	0.0%	0.0%	0.0%	**100.0%**
Technical Institute or College	Count	33	**37**	6	4	4	**84**
	% by Row	39.3%	**44.0%**	7.1%	4.8%	4.8%	**100.0%**
Public Library	Count	28	**58**	14	4	0	**104**
	% by Row	26.9%	**55.8%**	13.5%	3.8%	0.0%	**100.0%**
K-12 Public School	Count	105	**115**	13	9	4	**246**
	% by Row	42.7%	**46.7%**	5.3%	3.7%	1.6%	**100.0%**
K-12 Private School	Count	2	2	**3**	0	0	**7**
	% by Row	28.6%	28.6%	**42.9%**	0.0%	0.0%	**100.0%**
Other	Count	**8**	4	3	0	1	**16**
	% by Row	**50.0%**	25.0%	18.8%	0.0%	6.3%	**100.0%**
Total	Count	**308**	**388**	**82**	**30**	**14**	**822**
	% by Row	**37.5%**	**47.2%**	**10.0%**	**3.6%**	**1.7%**	**100.0%**

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Statement 2: "Using GALILEO databases saved me time"
Responses by user type

		1: Please indicate your opinion about GALILEO (required) (Using GALILEO databases saved me time)					
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Student, Graduate	Count	**23**	17	6	1	3	**50**
	% by Row	**46.0%**	34.0%	12.0%	2.0%	6.0%	**100.0%**
Student, Undergraduate	Count	**74**	53	22	13	0	**162**
	% by Row	**45.7%**	32.7%	13.6%	8.0%	0.0%	**100.0%**
Student, 2 year/Technical	Count	**19**	12	3	2	3	**39**
	% by Row	**48.7%**	30.8%	7.7%	5.1%	7.7%	**100.0%**
Student, K-12	Count	**30**	22	8	3	1	**64**
	% by Row	**46.9%**	34.4%	12.5%	4.7%	1.6%	**100.0%**
Librarian/Library Staff	Count	**99**	89	25	2	0	**215**
	% by Row	**46.0%**	41.4%	11.6%	0.9%	0.0%	**100.0%**
Media Specialist	Count	**45**	39	6	4	0	**94**
	% by Row	**47.9%**	41.5%	6.4%	4.3%	0.0%	**100.0%**
Faculty	Count	**42**	40	9	2	1	**94**
	% by Row	**44.7%**	42.6%	9.6%	2.1%	1.1%	**100.0%**
K-12 Teacher	Count	**27**	23	2	0	0	**52**
	% by Row	**51.9%**	44.2%	3.8%	0.0%	0.0%	**100.0%**
Public library user	Count	**6**	5	5	0	1	**17**
	% by Row	**35.3%**	29.4%	29.4%	0.0%	5.9%	**100.0%**
Other	Count	**15**	8	4	1	0	**28**
	% by Row	**53.6%**	28.6%	14.3%	3.6%	0.0%	**100.0%**
Total	Count	380	308	90	28	9	815
	% by Row	**46.6%**	**37.8%**	**11.0%**	**3.4%**	**1.1%**	**100.0%**

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Statement 2: "Using GALILEO databases saved me time"
Responses by institution type

		1: Please indicate your opinion about GALILEO (required) (Using GALILEO databases saved me time)					
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
State (public) 4-year College/University	Count	**90**	50	23	4	0	**167**
	% by Row	**53.9%**	29.9%	13.8%	2.4%	0.0%	**100.0%**
State (public) 2-year College/University	Count	**34**	16	2	3	1	**56**
	% by Row	**60.7%**	28.6%	3.6%	5.4%	1.8%	**100.0%**
Private 4-year College/University	Count	53	**55**	19	9	1	**137**
	% by Row	38.7%	**40.1%**	13.9%	6.6%	0.7%	**100.0%**
Private 2-year College/University	Count	1	**3**	0	0	0	**4**
	% by Row	25.0%	**75.0%**	0.0%	0.0%	0.0%	**100.0%**
Technical Institute or College	Count	**35**	32	8	4	3	**82**
	% by Row	**42.7%**	39.0%	9.8%	4.9%	3.7%	**100.0%**
Public Library	Count	40	**48**	15	0	0	**103**
	% by Row	38.8%	**46.6%**	14.6%	0.0%	0.0%	**100.0%**
K-12 Public School	Count	**116**	98	19	8	3	**244**
	% by Row	**47.5%**	40.2%	7.8%	3.3%	1.2%	**100.0%**
K-12 Private School	Count	**3**	**3**	1	0	0	**7**
	% by Row	**42.9%**	**42.9%**	14.3%	0.0%	0.0%	**100.0%**
Other	Count	**8**	4	3	0	1	**16**
	% by Row	**50.0%**	25.0%	18.8%	0.0%	6.3%	**100.0%**
Total	Count	**380**	**309**	**90**	**28**	**9**	**816**
	% by Row	**46.6%**	**37.9%**	**11.0%**	**3.4%**	**1.1%**	**100.0%**

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Statement 3: "I think GALILEO is a valuable service"
Responses by user type

		1: Please indicate your opinion about GALILEO (required) (I think GALILEO is a valuable service)					
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Student, Graduate	Count	**35**	9	2	1	3	**50**
	% by Row	**70.0%**	18.0%	4.0%	2.0%	6.0%	**100.0%**
Student, Undergraduate	Count	**97**	56	7	2	0	**162**
	% by Row	**59.9%**	34.6%	4.3%	1.2%	0.0%	**100.0%**
Student, 2 year/Technical	Count	**20**	15	3	0	1	**39**
	% by Row	**51.3%**	38.5%	7.7%	0.0%	2.6%	**100.0%**
Student, K-12	Count	**40**	18	5	0	1	**64**
	% by Row	**62.5%**	28.1%	7.8%	0.0%	1.6%	**100.0%**
Librarian/Library Staff	Count	**167**	46	1	1	0	**215**
	% by Row	**77.7%**	21.4%	0.5%	0.5%	0.0%	**100.0%**
Media Specialist	Count	**83**	9	3	0	0	**95**
	% by Row	**87.4%**	9.5%	3.2%	0.0%	0.0%	**100.0%**
Faculty	Count	**71**	21	0	0	1	**93**
	% by Row	**76.3%**	22.6%	0.0%	0.0%	1.1%	**100.0%**
K-12 Teacher	Count	**34**	17	0	0	0	**51**
	% by Row	**66.7%**	33.3%	0.0%	0.0%	0.0%	**100.0%**
Public library user	Count	**12**	3	1	0	1	**17**
	% by Row	**70.6%**	17.6%	5.9%	0.0%	5.9%	**100.0%**
Other	Count	**16**	8	4	0	0	**28**
	% by Row	**57.1%**	28.6%	14.3%	0.0%	0.0%	**100.0%**
Total	Count	575	202	26	4	7	814
	% by Row	70.6%	24.8%	3.2%	0.5%	0.9%	100.0%

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Statement 3: "I think GALILEO is a valuable service"
Responses by institution type

		1: Please indicate your opinion about GALILEO (required) (I think GALILEO is a valuable service)					
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
State (public) 4-year College/University	Count	**128**	33	5	0	0	**166**
	% by Row	**77.1%**	19.9%	3.0%	0.0%	0.0%	**100.0%**
State (public) 2-year College/University	Count	**43**	9	0	2	1	**55**
	% by Row	**78.2%**	16.4%	0.0%	3.6%	1.8%	**100.0%**
Private 4-year College/University	Count	**79**	48	7	2	1	**137**
	% by Row	**57.7%**	35.0%	5.1%	1.5%	0.7%	**100.0%**
Private 2-year College/University	Count	**2**	**2**	0	0	0	**4**
	% by Row	**50.0%**	**50.0%**	0.0%	0.0%	0.0%	**100.0%**
Technical Institute or College	Count	**49**	28	5	0	1	**83**
	% by Row	**59.0%**	33.7%	6.0%	0.0%	1.2%	**100.0%**
Public Library	Count	**82**	21	0	0	0	**103**
	% by Row	**79.6%**	20.4%	0.0%	0.0%	0.0%	**100.0%**
K-12 Public School	Count	**178**	56	7	0	3	**244**
	% by Row	**73.0%**	23.0%	2.9%	0.0%	1.2%	**100.0%**
K-12 Private School	Count	**5**	2	0	0	0	**7**
	% by Row	**71.4%**	28.6%	0.0%	0.0%	0.0%	**100.0%**
Other	Count	**9**	3	3	0	1	**16**
	% by Row	**56.3%**	18.8%	18.8%	0.0%	6.3%	**100.0%**
Total	Count	**575**	**202**	**27**	**4**	**7**	**815**
	% by Row	**70.6%**	**24.8%**	**3.3%**	**0.5%**	**0.9%**	**100.0%**

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Statement 4: "I think GALILEO response time is acceptable"
Responses by user type

		1: Please indicate your opinion about GALILEO (required) (I think GALILEO response time is acceptable)					
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Student, Graduate	Count	**29**	13	4	0	3	**49**
	% by Row	**59.2%**	26.5%	8.2%	0.0%	6.1%	**100.0%**
Student, Undergraduate	Count	61	**80**	17	4	0	**162**
	% by Row	37.7%	**49.4%**	10.5%	2.5%	0.0%	**100.0%**
Student, 2 year/Technical	Count	**18**	16	5	0	1	**40**
	% by Row	**45.0%**	40.0%	12.5%	0.0%	2.5%	**100.0%**
Student, K-12	Count	**35**	17	8	1	1	**62**
	% by Row	**56.5%**	27.4%	12.9%	1.6%	1.6%	**100.0%**
Librarian/Library Staff	Count	82	**106**	23	4	1	**216**
	% by Row	38.0%	**49.1%**	10.6%	1.9%	0.5%	**100.0%**
Media Specialist	Count	**50**	36	8	0	1	**95**
	% by Row	**52.6%**	37.9%	8.4%	0.0%	1.1%	**100.0%**
Faculty	Count	**48**	35	9	1	1	**94**
	% by Row	**51.1%**	37.2%	9.6%	1.1%	1.1%	**100.0%**
K-12 Teacher	Count	**26**	**26**	0	0	0	**52**
	% by Row	**50.0%**	**50.0%**	0.0%	0.0%	0.0%	**100.0%**
Public library user	Count	**7**	6	3	0	1	**17**
	% by Row	**41.2%**	35.3%	17.6%	0.0%	5.9%	**100.0%**
Other	Count	**15**	8	4	0	0	**27**
	% by Row	**55.6%**	29.6%	14.8%	0.0%	0.0%	**100.0%**
Total	Count	371	343	81	10	9	**814**
	% by Row	45.6%	42.1%	10.0%	1.2%	1.1%	**100.0%**

January 29, 2010

Statement 4: "I think GALILEO response time is acceptable"
Responses by institution type

		1: Please indicate your opinion about GALILEO (required) (I think GALILEO response time is acceptable)					
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
State (public) 4-year College/University	Count	**88**	62	13	3	0	**166**
	% by Row	**53.0%**	37.3%	7.8%	1.8%	0.0%	**100.0%**
State (public) 2-year College/University	Count	**30**	19	5	1	1	**56**
	% by Row	**53.6%**	33.9%	8.9%	1.8%	1.8%	**100.0%**
Private 4-year College/University	Count	46	**70**	16	3	1	**136**
	% by Row	33.8%	**51.5%**	11.8%	2.2%	0.7%	**100.0%**
Private 2-year College/University	Count	1	**3**	0	0	0	**4**
	% by Row	25.0%	**75.0%**	0.0%	0.0%	0.0%	**100.0%**
Technical Institute or College	Count	31	**35**	14	1	2	**83**
	% by Row	37.3%	**42.2%**	16.9%	1.2%	2.4%	**100.0%**
Public Library	Count	37	**53**	13	1	0	**104**
	% by Row	35.6%	**51.0%**	12.5%	1.0%	0.0%	**100.0%**
K-12 Public School	Count	**129**	94	15	1	4	**243**
	% by Row	**53.1%**	38.7%	6.2%	0.4%	1.6%	**100.0%**
K-12 Private School	Count	2	**3**	2	0	0	**7**
	% by Row	28.6%	**42.9%**	28.6%	0.0%	0.0%	**100.0%**
Other	Count	**7**	5	3	0	1	**16**
	% by Row	**43.8%**	31.3%	18.8%	0.0%	6.3%	**100.0%**
Total	Count	371	344	81	10	9	815
	% by Row	**45.5%**	**42.2%**	**9.9%**	**1.2%**	**1.1%**	**100.0%**

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Statement 5: "GALILEO met my information needs"
Responses by user type

		1: Please indicate your opinion about GALILEO (required) (GALILEO met my information needs)					
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Student, Graduate	Count	**20**	19	6	1	3	49
	% by Row	**40.8%**	38.8%	12.2%	2.0%	6.1%	100.0%
Student, Undergraduate	Count	60	**72**	25	4	0	161
	% by Row	37.3%	**44.7%**	15.5%	2.5%	0.0%	100.0%
Student, 2 year/Technical	Count	**24**	10	1	2	3	40
	% by Row	**60.0%**	25.0%	2.5%	5.0%	7.5%	100.0%
Student, K-12	Count	**30**	20	8	5	1	64
	% by Row	**46.9%**	31.3%	12.5%	7.8%	1.6%	100.0%
Librarian/Library Staff	Count	87	**118**	11	1	0	217
	% by Row	40.1%	**54.4%**	5.1%	0.5%	0.0%	100.0%
Media Specialist	Count	**47**	45	2	0	0	94
	% by Row	**50.0%**	47.9%	2.1%	0.0%	0.0%	100.0%
Faculty	Count	38	**43**	7	4	2	94
	% by Row	40.4%	**45.7%**	7.4%	4.3%	2.1%	100.0%
K-12 Teacher	Count	22	**27**	2	1	0	52
	% by Row	42.3%	**51.9%**	3.8%	1.9%	0.0%	100.0%
Public library user	Count	4	**10**	2	0	1	17
	% by Row	23.5%	**58.8%**	11.8%	0.0%	5.9%	100.0%
Other	Count	**13**	10	3	1	0	27
	% by Row	**48.1%**	37.0%	11.1%	3.7%	0.0%	100.0%
Total	Count	345	374	67	19	10	815
	% by Row	42.3%	45.9%	8.2%	2.3%	1.2%	100.0%

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Statement 5: "GALILEO met my information needs"
Responses by institution type

		1: Please indicate your opinion about GALILEO (required) (GALILEO met my information needs)					
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
State (public) 4-year College/University	Count	**75**	66	18	6	1	**166**
	% by Row	**45.2%**	39.8%	10.8%	3.6%	0.6%	**100.0%**
State (public) 2-year College/University	Count	**34**	16	3	2	1	**56**
	% by Row	**60.7%**	28.6%	5.4%	3.6%	1.8%	**100.0%**
Private 4-year College/University	Count	40	**73**	19	3	1	**136**
	% by Row	29.4%	**53.7%**	14.0%	2.2%	0.7%	**100.0%**
Private 2-year College/University	Count	1	**3**	0	0	0	**4**
	% by Row	25.0%	**75.0%**	0.0%	0.0%	0.0%	**100.0%**
Technical Institute or College	Count	**43**	30	6	2	3	**84**
	% by Row	**51.2%**	35.7%	7.1%	2.4%	3.6%	**100.0%**
Public Library	Count	31	**67**	6	0	0	**104**
	% by Row	29.8%	**64.4%**	5.8%	0.0%	0.0%	**100.0%**
K-12 Public School	Count	109	**112**	13	6	3	**243**
	% by Row	44.9%	**46.1%**	5.3%	2.5%	1.2%	**100.0%**
K-12 Private School	Count	**4**	3	0	0	0	**7**
	% by Row	**57.1%**	42.9%	0.0%	0.0%	0.0%	**100.0%**
Other	Count	**8**	5	2	0	1	**16**
	% by Row	**50.0%**	31.3%	12.5%	0.0%	6.3%	**100.0%**
Total	Count	**345**	**375**	**67**	**19**	**10**	**816**
	% by Row	**42.3%**	**46.0%**	**8.2%**	**2.3%**	**1.2%**	**100.0%**

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Statement 6: "I would recommend GALILEO to a friend"
Responses by user type

		1: Please indicate your opinion about GALILEO (required) (I would recommend GALILEO to a friend)					
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Student, Graduate	Count	**30**	15	2	0	3	**50**
	% by Row	**60.0%**	30.0%	4.0%	0.0%	6.0%	**100.0%**
Student, Undergraduate	Count	**91**	54	8	9	0	**162**
	% by Row	**56.2%**	33.3%	4.9%	5.6%	0.0%	**100.0%**
Student, 2 year/Technical	Count	**26**	8	2	1	3	**40**
	% by Row	**65.0%**	20.0%	5.0%	2.5%	7.5%	**100.0%**
Student, K-12	Count	**40**	15	6	0	2	**63**
	% by Row	**63.5%**	23.8%	9.5%	0.0%	3.2%	**100.0%**
Librarian/Library Staff	Count	**148**	61	5	1	0	**215**
	% by Row	**68.8%**	28.4%	2.3%	0.5%	0.0%	**100.0%**
Media Specialist	Count	**74**	19	2	0	0	**95**
	% by Row	**77.9%**	20.0%	2.1%	0.0%	0.0%	**100.0%**
Faculty	Count	**53**	33	5	2	1	**94**
	% by Row	**56.4%**	35.1%	5.3%	2.1%	1.1%	**100.0%**
K-12 Teacher	Count	**35**	14	3	0	0	**52**
	% by Row	**67.3%**	26.9%	5.8%	0.0%	0.0%	**100.0%**
Public library user	Count	**10**	5	1	0	1	**17**
	% by Row	**58.8%**	29.4%	5.9%	0.0%	5.9%	**100.0%**
Other	Count	**15**	9	4	0	0	**28**
	% by Row	**53.6%**	32.1%	14.3%	0.0%	0.0%	**100.0%**
Total	Count	**522**	**233**	**38**	**13**	**10**	**816**
	% by Row	**64.0%**	**28.6%**	**4.7%**	**1.6%**	**1.2%**	**100.0%**

January 29, 2010

Statement 6: "I would recommend GALILEO to a friend"
Responses by institution type

|		1: Please indicate your opinion about GALILEO (required) (I would recommend GALILEO to a friend)					
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
State (public) 4-year College/University	Count	**106**	48	8	3	0	**165**
	% by Row	**64.2%**	29.1%	4.8%	1.8%	0.0%	**100.0%**
State (public) 2-year College/University	Count	**39**	11	0	4	1	**55**
	% by Row	**70.9%**	20.0%	0.0%	7.3%	1.8%	**100.0%**
Private 4-year College/University	Count	**69**	52	11	4	1	**137**
	% by Row	**50.4%**	38.0%	8.0%	2.9%	0.7%	**100.0%**
Private 2-year College/University	Count	**2**	**2**	0	0	0	**4**
	% by Row	**50.0%**	**50.0%**	0.0%	0.0%	0.0%	**100.0%**
Technical Institute or College	Count	**49**	26	5	1	3	**84**
	% by Row	**58.3%**	31.0%	6.0%	1.2%	3.6%	**100.0%**
Public Library	Count	**72**	30	2	0	0	**104**
	% by Row	**69.2%**	28.8%	1.9%	0.0%	0.0%	**100.0%**
K-12 Public School	Count	**171**	58	11	1	4	**245**
	% by Row	**69.8%**	23.7%	4.5%	0.4%	1.6%	**100.0%**
K-12 Private School	Count	**5**	2	0	0	0	**7**
	% by Row	**71.4%**	28.6%	0.0%	0.0%	0.0%	**100.0%**
Other	Count	**9**	5	1	0	1	**16**
	% by Row	**56.3%**	31.3%	6.3%	0.0%	6.3%	**100.0%**
Total	Count	522	234	38	13	10	817
	% by Row	63.9%	28.6%	4.7%	1.6%	1.2%	100.0%

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IV. Rating New Tools and Features

Please rate the following statements concerning specific tools and features of GALILEO (includes librarians and media specialists).
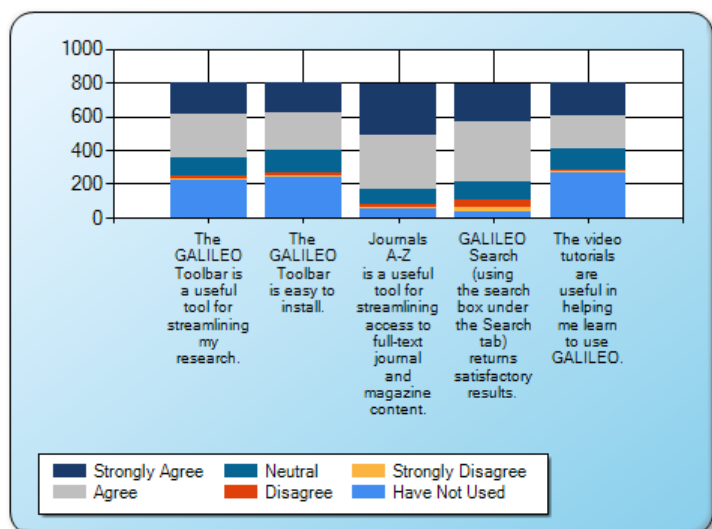
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Have Not Used	Total
The GALILEO Toolbar is a useful tool for streamlining my research.	190	**259**	108	17	5	224	**803**
	23.7%	**32.3%**	13.4%	2.1%	0.6%	27.9%	**100.0%**
The GALILEO Toolbar is easy to install.	174	225	134	13	5	**246**	**797**
	21.8%	28.2%	16.8%	1.6%	0.6%	**30.9%**	**100.0%**
Journals A-Z is a useful tool for streamlining access to full-text journal and magazine content.	303	**327**	82	18	9	56	**795**
	38.1%	**41.1%**	10.3%	2.3%	1.1%	7.0%	**100.0%**
GALILEO Search (using the search box under the Search tab) returns satisfactory results.	225	**359**	106	48	23	34	**795**
	28.3%	**45.2%**	13.3%	6.0%	2.9%	4.3%	**100.0%**
The video tutorials are useful in helping me learn to use GALILEO.	196	194	127	9	6	**265**	**797**
	24.6%	24.3%	15.9%	1.1%	0.8%	**33.2%**	**100.0%**

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Please rate the following statements concerning specific tools and features of GALILEO (does not include librarians and media specialists).
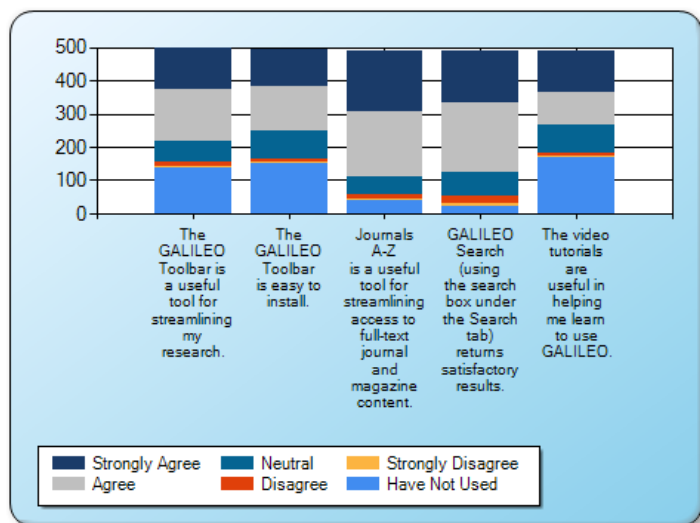
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Have Not Used	Total
The GALILEO Toolbar is a useful tool for streamlining my research.	126	**153**	64	11	3	141	**498**
	25.3%	**30.7%**	12.9%	2.2%	0.6%	28.3%	**100.0%**
The GALILEO Toolbar is easy to install.	108	136	83	10	4	**151**	**492**
	22.0%	27.6%	16.9%	2.0%	0.8%	**30.7%**	**100.0%**
Journals A-Z is a useful tool for streamlining access to full-text journal and magazine content.	183	**197**	55	11	6	39	**491**
	37.3%	**40.1%**	11.2%	2.2%	1.2%	7.9%	**100.0%**
GALILEO Search (using the search box under the Search tab) returns satisfactory results.	158	**210**	70	22	10	21	**491**
	32.2%	**42.8%**	14.3%	4.5%	2.0%	4.3%	**100.0%**
The video tutorials are useful in helping me learn to use GALILEO.	126	100	82	8	5	**170**	**491**
	25.7%	20.4%	16.7%	1.6%	1.0%	**34.6%**	**100.0%**

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V. Preferred Information Channels

What mode(s) are most important to you as your preferred ways to get information and news about GALILEO? (includes librarians and media specialists)
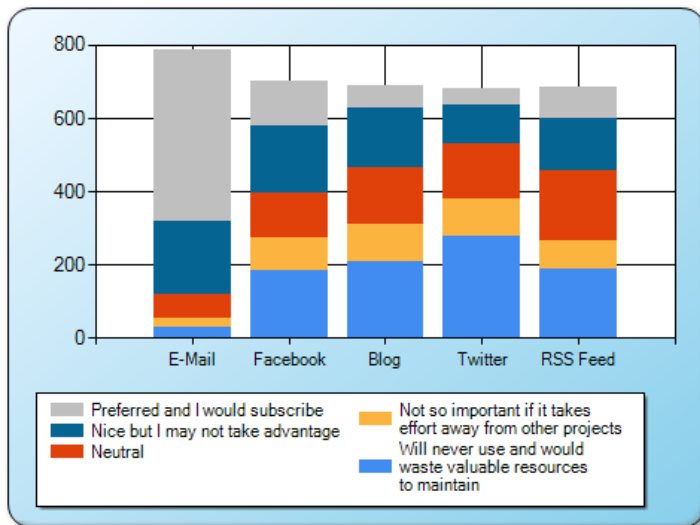
	Preferred and I would subscribe	Nice but I may not take advantage	Neutral	Not so important	Will never use	Total
E-Mail		**468**	201	63	23	32	787
		59.5%	25.5%	8.0%	2.9%	4.1%	**100.0%**
Facebook		123	182	121	91	**184**	701
		17.5%	26.0%	17.3%	13.0%	**26.2%**	**100.0%**
Blog		58	163	158	100	**209**	688
		8.4%	23.7%	23.0%	14.5%	**30.4%**	**100.0%**
Twitter		44	109	149	101	**279**	682
		6.5%	16.0%	21.8%	14.8%	**40.9%**	**100.0%**
RSS Feed		86	142	**193**	78	187	686
		12.5%	20.7%	**28.1%**	11.4%	27.3%	**100.0%**

What mode(s) are most important to you as your preferred ways to get information and news about GALILEO? (does not include librarians and media specialists)
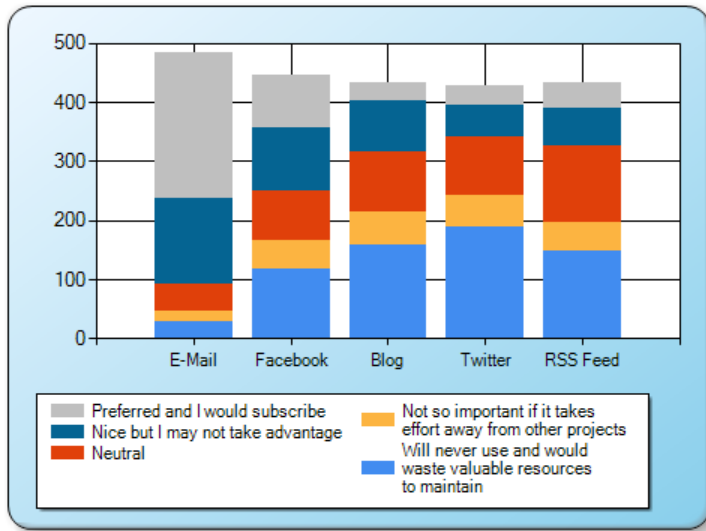
	Preferred and I would subscribe	Nice but I may not take advantage	Neutral	Not so important	Will never use	Total
E-Mail	**247**	145	44	20	28	**484**
	51.0%	30.0%	9.1%	4.1%	5.8%	**100.0%**
Facebook	89	107	84	49	**117**	**446**
	20.0%	24.0%	18.8%	11.0%	**26.2%**	**100.0%**
Blog	31	87	101	57	**158**	**434**
	7.1%	20.0%	23.3%	13.1%	**36.4%**	**100.0%**
Twitter	34	53	99	55	**188**	**429**
	7.9%	12.4%	23.1%	12.8%	**43.8%**	**100.0%**
RSS Feed	42	63	131	47	**149**	**432**
	9.7%	14.6%	30.3%	10.9%	**34.5%**	**100.0%**

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VI. Mobile Optimization

Please rate the following statements about GALILEO and optimization for mobile devices (includes librarians and media specialists).
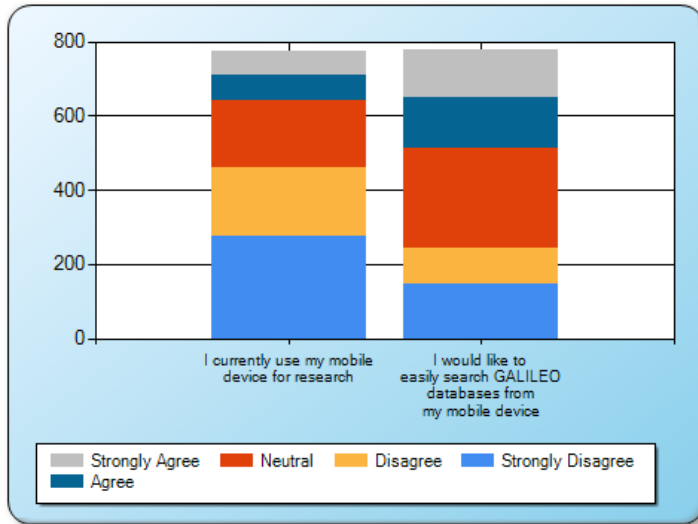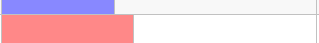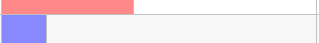

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
I currently use my mobile device for research	64	69	184	184	**275**	**776**
	8.2%	8.9%	23.7%	23.7%	**35.4%**	**100.0%**
I would like to easily search GALILEO databases from my mobile device	130	134	**270**	98	147	**779**
	16.7%	17.2%	**34.7%**	12.6%	18.9%	**100.0%**

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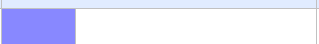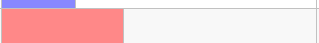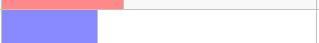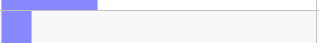
Please rate the following statements about GALILEO and optimization for mobile devices (does not include librarians and media specialists).
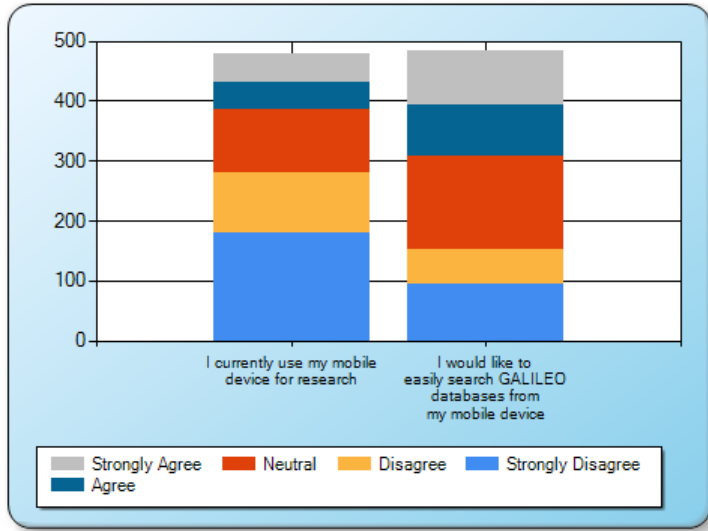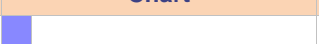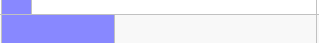
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
I currently use my mobile device for research		46	45	107	100	**180**	**478**
		9.6%	9.4%	22.4%	20.9%	**37.7%**	**100.0%**
I would like to easily search GALILEO databases from my mobile device		89	86	**156**	58	94	**483**
		18.4%	17.8%	**32.3%**	12.0%	19.5%	**100.0%**

VII. Frequency of Use: "How often do you use GALILEO?"

How often do you use GALILEO? (includes librarians and media specialists)

Response	Chart	Frequency	Count
daily		22.9%	189
weekly		**38.2%**	**315**
monthly		30.0%	247
first time used		8.9%	73
		Total Responses	824

How often do you use GALILEO? (does not include librarians and media specialists)

Response	Chart	Frequency	Count
daily		9.2%	47
weekly		35.5%	181
monthly		**41.6%**	**212**
first time used		13.7%	70
		Total Responses	510

Frequency of Use
Responses by user type
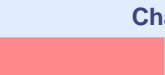
		6: How often do you use GALILEO? (required)				
		daily	weekly	monthly	first time used	Total
Student, Graduate	Count	7	**20**	18	5	**50**
	% by Row	14.0%	**40.0%**	36.0%	10.0%	**100.0%**
Student, Undergraduate	Count	9	54	**86**	14	**163**
	% by Row	5.5%	33.1%	**52.8%**	8.6%	**100.0%**
Student, 2 year/Technical	Count	2	**14**	13	11	**40**
	% by Row	5.0%	**35.0%**	32.5%	27.5%	**100.0%**
Student, K-12	Count	11	17	13	**23**	**64**
	% by Row	17.2%	26.6%	20.3%	**35.9%**	**100.0%**
Librarian/Library Staff	Count	**111**	88	16	2	**217**
	% by Row	**51.2%**	40.6%	7.4%	0.9%	**100.0%**
Media Specialist	Count	31	**46**	19	1	**97**
	% by Row	32.0%	**47.4%**	19.6%	1.0%	**100.0%**
Faculty	Count	7	**43**	39	4	**93**
	% by Row	7.5%	**46.2%**	41.9%	4.3%	**100.0%**
K-12 Teacher	Count	6	18	**25**	4	**53**
	% by Row	11.3%	34.0%	**47.2%**	7.5%	**100.0%**
Public library user	Count	0	**10**	4	3	**17**
	% by Row	0.0%	**58.8%**	23.5%	17.6%	**100.0%**
Other	Count	4	5	**14**	6	**29**
	% by Row	13.8%	17.2%	**48.3%**	20.7%	**100.0%**
Total	Count	188	315	247	73	823
	% by Row	**22.8%**	**38.3%**	**30.0%**	**8.9%**	**100.0%**

Frequency of Use
Responses by institution type

|		6: How often do you use GALILEO? (required)				
		daily	weekly	monthly	first time used	Total
State (public) 4-year College/University	Count	35	**63**	62	7	**167**
	% by Row	21.0%	**37.7%**	37.1%	4.2%	**100.0%**
State (public) 2-year College/University	Count	14	**19**	18	5	**56**
	% by Row	25.0%	**33.9%**	32.1%	8.9%	**100.0%**
Private 4-year College/University	Count	19	49	**60**	10	**138**
	% by Row	13.8%	35.5%	**43.5%**	7.2%	**100.0%**
Private 2-year College/University	Count	**2**	0	1	0	**3**
	% by Row	**66.7%**	0.0%	33.3%	0.0%	**100.0%**
Technical Institute or College	Count	20	24	**25**	15	**84**
	% by Row	23.8%	28.6%	**29.8%**	17.9%	**100.0%**
Public Library	Count	40	**50**	11	3	**104**
	% by Row	38.5%	**48.1%**	10.6%	2.9%	**100.0%**
K-12 Public School	Count	51	**103**	66	27	**247**
	% by Row	20.6%	**41.7%**	26.7%	10.9%	**100.0%**
K-12 Private School	Count	2	**3**	1	2	**8**
	% by Row	25.0%	**37.5%**	12.5%	25.0%	**100.0%**
Other	Count	**6**	4	3	4	**17**
	% by Row	**35.3%**	23.5%	17.6%	23.5%	**100.0%**
Total	Count	**189**	**315**	**247**	**73**	**824**
	% by Row	**22.9%**	**38.2%**	**30.0%**	**8.9%**	**100.0%**

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VIII. Learn About: "Where did you find out about GALILEO?"

Where did you find out about GALILEO? (includes librarians and media specialists)

Response	Chart	Frequency	Count
I am a long-time user		**47.2%**	**389**
From a media specialists or librarian		22.1%	182
From a teacher		14.6%	120
From a friend		0.7%	6
From a link on my school or library webpage		9.0%	74
From a session at a conference or workshop		3.3%	27
Other		3.2%	26
		Total Responses	**824**

Where did you find out about GALILEO? (does not include librarians and media specialists)

Response	Chart	Frequency	Count
I am a long-time user		**30.4%**	**155**
From a media specialists or librarian		30.2%	154
From a teacher		23.1%	118
From a friend		1.0%	5
From a link on my school or library webpage		11.2%	57
From a session at a conference or workshop		1.4%	7
Other		2.7%	14
		Total Responses	**510**

Learn About
Responses by user type

		7: Where did you find out about GALILEO? (required)							
		Long-time user	Media specialist or librarian	From a teacher	From a friend	Link on library web page	Conferenc or workshop	Other	Total
Student, Graduate	Count	**19**	9	12	1	6	0	3	**50**
	% by Row	**38.0%**	18.0%	24.0%	2.0%	12.0%	0.0%	6.0%	**100.0%**
Student, Undergraduate	Count	32	48	**52**	1	27	1	2	**163**
	% by Row	19.6%	29.4%	**31.9%**	0.6%	16.6%	0.6%	1.2%	**100.0%**
Student, 2 year/Technical	Count	2	**17**	13	1	2	4	1	**40**
	% by Row	5.0%	**42.5%**	32.5%	2.5%	5.0%	10.0%	2.5%	**100.0%**
Student, K-12	Count	3	24	**34**	1	2	0	0	**64**
	% by Row	4.7%	37.5%	**53.1%**	1.6%	3.1%	0.0%	0.0%	**100.0%**
Librarian/Library Staff	Count	**156**	21	1	1	17	13	8	**217**
	% by Row	**71.9%**	9.7%	0.5%	0.5%	7.8%	6.0%	3.7%	**100.0%**
Media Specialist	Count	**78**	7	1	0	0	7	4	**97**
	% by Row	**80.4%**	7.2%	1.0%	0.0%	0.0%	7.2%	4.1%	**100.0%**
Faculty	Count	**56**	25	2	1	8	0	1	**93**
	% by Row	**60.2%**	26.9%	2.2%	1.1%	8.6%	0.0%	1.1%	**100.0%**
K-12 Teacher	Count	**24**	21	1	0	4	0	3	**53**
	% by Row	**45.3%**	39.6%	1.9%	0.0%	7.5%	0.0%	5.7%	**100.0%**
Public library user	Count	**8**	2	1	0	4	2	0	**17**
	% by Row	**47.1%**	11.8%	5.9%	0.0%	23.5%	11.8%	0.0%	**100.0%**
Other	Count	**11**	8	3	0	4	0	3	**29**
	% by Row	**37.9%**	27.6%	10.3%	0.0%	13.8%	0.0%	10.3%	**100.0%**
Total	Count	**389**	**182**	**120**	**6**	**74**	**27**	**25**	**823**
	% by Row	**47.3%**	**22.1%**	**14.6%**	**0.7%**	**9.0%**	**3.3%**	**3.0%**	**100.0%**

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Learn About
Responses by institution type

		7: Where did you find out about GALILEO? (required)							
		Long-time user	Media specialist /librarian	From a teacher	From a friend	Link on library site	Conference or workshop	Other	Total
State 4-year College/ University	Count	85	25	28	0	21	4	4	167
	% by Row	50.9%	15.0%	16.8%	0.0%	12.6%	2.4%	2.4%	100.0%
State 2-year College/ University	Count	26	9	6	2	7	3	3	56
	% by Row	46.4%	16.1%	10.7%	3.6%	12.5%	5.4%	5.4%	100.0%
Private 4-year College/ University	Count	45	42	27	1	21	0	2	138
	% by Row	32.6%	30.4%	19.6%	0.7%	15.2%	0.0%	1.4%	100.0%
Private 2-year College/ University	Count	2	0	0	0	1	0	0	3
	% by Row	66.7%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	100.0%
Technical College	Count	29	28	16	0	6	3	2	84
	% by Row	34.5%	33.3%	19.0%	0.0%	7.1%	3.6%	2.4%	100.0%
Public Library	Count	63	13	3	1	10	10	4	104
	% by Row	60.6%	12.5%	2.9%	1.0%	9.6%	9.6%	3.8%	100.0%
K-12 Public	Count	131	61	36	2	6	6	5	247
	% by Row	53.0%	24.7%	14.6%	0.8%	2.4%	2.4%	2.0%	100.0%
K-12 Private	Count	3	3	1	0	0	0	1	8
	% by Row	37.5%	37.5%	12.5%	0.0%	0.0%	0.0%	12.5%	100.0%
Other	Count	5	1	3	0	2	1	5	17
	% by Row	29.4%	5.9%	17.6%	0.0%	11.8%	5.9%	29.4%	100.0%
Total	Count	389	182	120	6	74	27	26	824
	% by Row	47.2%	22.1%	14.6%	0.7%	9.0%	3.3%	3.2%	100.0%

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# IX: Respondent Demographics

Today I am using GALILEO as (includes librarians and media specialists)
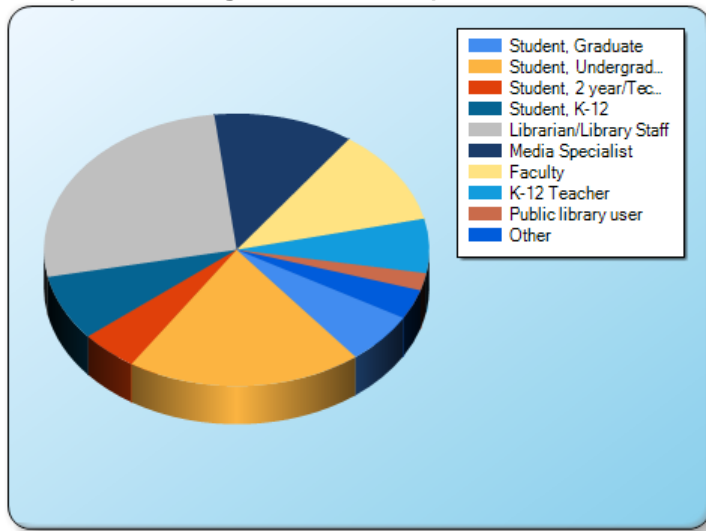
Response	Chart	Frequency	Count
Student, Graduate		6.1%	50
Student, Undergraduate		19.8%	163
Student, 2 year/Technical		4.9%	40
Student, K-12		7.8%	64
Librarian/Library Staff		**26.3%**	**217**
Media Specialist		11.8%	97
Faculty		11.4%	94
K-12 Teacher		6.4%	53
Public library user		2.1%	17
Other		3.5%	29
	Total Responses		**824**

Today I am using GALILEO as (does not include librarians and media specialists)
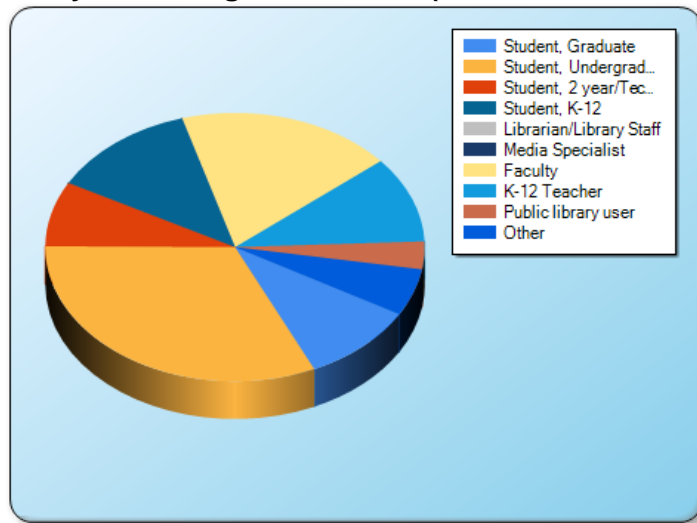
Response	Chart	Frequency	Count
Student, Graduate		9.8%	50
Student, Undergraduate		**32.0%**	**163**
Student, 2 year/Technical		7.8%	40
Student, K-12		12.5%	64
Librarian/Library Staff	Removed	0.0%	0
Media Specialist	Removed	0.0%	0
Faculty		18.4%	94
K-12 Teacher		10.4%	53
Public library user		3.3%	17
Other		5.7%	29
		Total Responses	**510**

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Please indicate your primary institutional affiliation (includes librarians and media specialists).
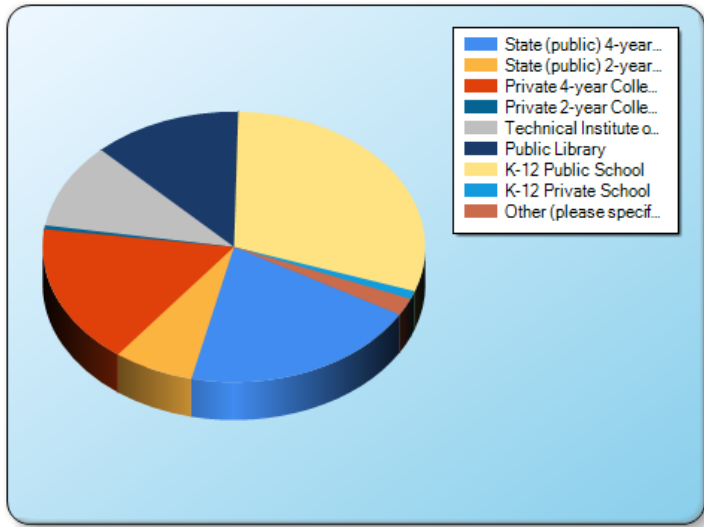
Response	Chart	Frequency	Count
State (public) 4-year College/University		20.2%	167
State (public) 2-year College/University		6.8%	56
Private 4-year College/University		16.7%	138
Private 2-year College/University		0.5%	4
Technical Institute or College		10.2%	84
Public Library		12.6%	104
K-12 Public School		**29.9%**	**247**
K-12 Private School		1.0%	8
Other		2.1%	17
	Total Responses		**825**

Please indicate your primary institutional affiliation (does not include librarians and media specialists).
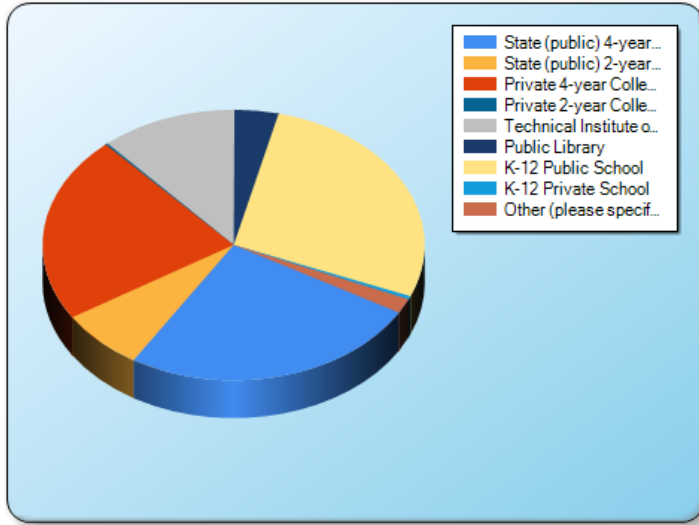
Response	Chart	Frequency	Count
State (public) 4-year College/University		25.4%	130
State (public) 2-year College/University		7.2%	37
Private 4-year College/University		22.3%	114
Private 2-year College/University		0.2%	1
Technical Institute or College		11.5%	59
Public Library		3.7%	19
K-12 Public School		**27.4%**	**140**
K-12 Private School		0.4%	2
Other		1.8%	9
		Total Responses	**511**

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Appendix A: Survey Instrument

1. Please indicate your opinion about GALILEO

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

Statements:
- I found it easy to use GALILEO.
- Using GALILEO databases saved me time.
- I think GALILEO is a valuable service.
- I think GALILEO response time is acceptable.
- GALILEO met my information needs.
- I would recommend GALILEO to a friend.

2. I would improve GALILEO by (for example, additional content or enhanced functionality). . .

_____
_____
_____

3. Today I am using GALILEO as
- Student, Graduate
- Student, Undergraduate
- Student, 2 year/Technical
- Student, K-12
- Librarian/Library Staff
- Media Specialist
- Faculty
- K-12 Teacher
- Public library user
- Other _____

4. Please indicate your primary institutional affiliation
- State (public) 4-year College/University
- State (public) 2-year College/University
- Private 4-year College/University
- Private 2-year College/University
- Technical Institute or College
- Public Library
- K-12 Public School
- K-12 Private School
- Other (please specify) _____

5. Please select your institution, library system, or school
<list of institutions>

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6. How often do you use GALILEO?
- daily
- weekly
- monthly
- first time used

7. Where did you find out about GALILEO?
- I am a long-time user
- From a media specialists or librarian
- From a teacher
- From a friend
- From a link on my school or library web page
- From a session at a conference or workshop
- Other _____

8. Please rate the following statements concerning specific tools and features of GALILEO.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Have Not Used

Statements:
- The GALILEO Toolbar is a useful tool for streamlining my research.
- The GALILEO Toolbar is easy to install.
- Journals A-Z is a useful tool for streamlining access to full-text journal and magazine content.
- GALILEO Search (using the search box under the Search tab) returns satisfactory results.
- The video tutorials are useful in helping me learn to use GALILEO.

9. Do you have any suggestions or comments about any of the tools and features listed in Question 8?

  _____
  _____
  _____

10. What mode(s) are most important to you as your preferred ways to get information and news about GALILEO?

Preferred and I would subscribe	Nice but I may not take advantage	Neutral	Not so important if it takes effort away from other projects	Will never use and would waste valuable resources to maintain

Modes:
- E-Mail
- Facebook
- Blog
- Twitter
- RSS Feed

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11. Please rate the following statements about GALILEO and optimization for mobile devices.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

- I currently use my mobile device for research.
- I would like to easily search GALILEO databases from my mobile device.

12. What are some things would you like to do on GALILEO using your mobile device?

_____
_____
_____

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Appendix B: "I Would Improve" Tabulation Chart

Coding Categories	Codes	Number of Occurrences	Percentage of
Evaluation	Positive	83	14.14%
	Negative	215	36.63%
	Neutral	249	42.42%
	Mixed	24	4.09%
	Ambiguous	6	1.02%
	Uncodeable	10	1.70%
	Total	**587**	**100.00%**
Coverage	More databases	48	8.18%
	More full text	22	3.75%
	Specific content	101	17.21%
	Simplify/ User friendly	66	11.24%
	Total	**237**	**40.37%**
Website	Interface	63	10.73%
	Organization	25	4.26%
	Total	**88**	**14.99%**
Functionality	Federated search	39	6.64%
	Searchability	68	11.58%
	General functionality (technical)	40	6.81%
	Total	**147**	**25.04%**
Other	Instruction/Help	22	3.75%
	Password Remote access	10	1.70%
	Other	16	1.75%
	misconception	12	2.04%
	beyond GALILEO's control	19	3.24%
	Uncodeable	7	1.19%
	Total	**86**	**14.65%**

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