Measuring GALILEO's Performance

2010 GALILEO User Survey Report

Contents

June 28, 2011

I. Background and Methodology

The annual GALILEO survey is conducted to ascertain user satisfaction and usage habits pertaining to GALILEO resources. Annual surveys have been conducted since 1996, one year after GALILEO went online. For most years, the survey was administered via a link on the website in November. In 2010, the survey link appeared in the spotlight area of each user view except GALILEO Kids. The 2010 survey was open November 8−14, 2010.

The survey included questions that have been asked in previous years, as well as a new question for 2010. Below is a summary of questions:

- Five statements rated by respondent on GALILEO performance and value (included each year)
- Open-ended question: "I would improve GALILEO by . . ." (included each year)
- Questions probing communication preferences and expectations for mobile optimization (2009 and 2010 surveys)
- Open-ended question: "What impact would loss of GALILEO resources have on your research, learning, or library?" (new to 2010 survey)
- Demographic 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 was a 471% increase in survey responses from last year, with 5210 surveys completed in 2010. While we speculate that the iPad prize drawing was the primary factor in the dramatic increase, another factor may be the communication by librarians and end users through social network applications.The link to the survey was included in RSS feeds, blogs, and tweets generated by librarians, students, and others. The large increase may have resulted in some degradation in the quality of responses as there were more incompletes and duplicates (509) than in 2009 (22).

User Types
The largest number of responses came from undergraduate students (35%), followed by two-year/technical college students (22%). Librarians and media specialists represented 13%. Results were analyzed in total and also with librarian and media specialist responses removed in order to be sure end user responses were measured accuately; however, whether librarians and media specialists were included or not, answers varied little across the board with a <1.5% difference. Therefore, percentages mentioned in the narrative below refer to all respondents.

Institution Types
Last year, the highest rate of response came from K-12 public schools (27%). This year, the highest percentage of responses came from public academic/four-year institutions (32%), then technical colleges (23%). They were closely followed by public academic/two-year institutions (20%) and K-12 public schools (16%). Percent differences in 2010 compared to previous years may not be meaningful because of the great increase in the number of returned surveys. For example, even though there was an 11% decrease in the percentage of K-12 public school respondents as compared to other communities in 2010, there was still a 66% increase in the number of K-12 respondents in 2010 compared to the number of K-12 respondents in 2009.

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II. Summary of Data

Rating Performance and Value

Survey respondents indicated a high level of satisfaction with GALILEO performance and value. For example, 93.6% agree that GALILEO is a valuable service and 84.9% agree that they found it easy to use GALILEO. Charts included in this report show the breakdown of responses to each of the satisfaction statements, including breakdowns by user types and communities.

"Improve" Narrative

Every year, the survey includes the open-ended question, ""I would improve GALILEO by . . ." In 2010, 69.5% took the time to offer narrative comments. Of those, 15.6% included positive comments with no suggestions for improvement. Some representative positive comments are below.

- I only wish that I had known about it earlier in my college career. Content/usage itself is great! (USG undergraduate)
- I think it is much better since the last upgrade. It went through a period where I was very frustrated with it, but the current design is just right. (USG faculty)
- I have nothing to complain about. I always get what I need. (Private university undergraduate)
- I have no problem with GALILEO as is; it is very functional and usable, even for those who aren't very computer savvy. (Technical college student)
- Personally, I have been nothing but satisfied with this virtual library. I'm all for improvement, I just happen to be a fan as it is. (Public library user)
- I can't think of anything that I would change –I think it is a WONDERFUL service! (K-12 teacher)
- I would not improve it. It is great! (K-12 student)

Comments were coded into thirteen categories on the content, design, and functionality of GALILEO. An individual comment could be counted in more than one category if more than one topic was referred to. Three categories stood out as important concerns: "searchability" (16.9%), "more content" (14.7%), and "simplify/user friendly" (15.5%).

"Simplify/user friendly" includes suggestions to make the interface more user friendly or to make navigation more intuitive. This category is related to search frustrations. The searchability category included comments about the ability to narrow or refine searches, the behavior of the federated search engine, and search tools in individual databases. Sample comments include, "You should be able to type in questions" and "There needs to be a better way to 'instant' search—think Google." While respondents noted problems with searching and results relevance, many also recognized solutions, such as recommender services and discovery tools that would allow simultaneous searching of library print resources and online GALILEO resources.

Specific content, including both database names ("Bring back SIRS. We miss it desperately") and specific subject areas ("More literary criticism resources"), was mentioned by 11.2% of the respondents. SIRS comments referred to the loss of SIRS resources to the public K-12 community for FY11; the resources will be subscribed for K-12 again in FY12. Specific content suggestions also included multimedia content and resources for specific audiences ("More lower grade content").

Some comments reflected expectations that have been molded by users' experiences with databases or other Internet sites. Customization options, such as persistent folders and

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customized search sets created by individual users, were suggested ("I would like to have a "My Galileo" option, where I could save my searches across databases and keep quick links to my preferred databases"). Tagging and other user-generated content is another feature users are coming to expect ("Possibly allow reviews of text by instructors or students"). Other suggestions included "read-aloud" tools, on-the-fly translators, and citation tools.

Tabulation Chart (Appendix B)

Mobile Optimization
Results to questions asked on both the 2009 and 2010 surveys indicate a growing interest in mobile optimization. In 2010, 27.8% indicated they were using mobile devices for research; 17.1% said the same in 2009. A much more significant increase appeared in response to the statement, "I would like to easily search GALILEO databases from my mobile device." Last year, 33.9% agreed to this statement; in 2010, the percentage increased to 53.5%.

In response to an open-ended question, "What are some things would you like to do on GALILEO using your mobile device," 40.1% of the respondents provided comments. Of those, 7% would like to do everything in a mobile-optimized GALILEO that they do in regular GALILEO. Periodical and other database research was mentioned by 33.1% respondents. Quick reference activities, including encyclopedia searches, were mentioned by 2.8%. Folder functionality for managing research was mentioned by 5.2%.

Impact of Loss of GALILEO
A final question on the 2010 survey asked respondents, "What impact would loss of GALILEO resources have on your research, learning, or library?" Of the 74.2% of total survey respondents who answered the question, 95.4% described the negative impact loss of GALILEO would have. Specific descriptions included a loss of authoritative and reliable resources, increased research time needed to complete a project, anytime-anywhere access, and the shrinkage of resources libraries would be able to offer to their patrons.

Conclusion
The 2010 annual user survey is a rich source of data on satisfaction levels with GALILEO and of information on user expectations to inform future development. It is recommended that the 2011 GALILEO Annual User Survey include the traditional satisfaction and improvement questions that have been asked on past surveys, as well as the mobile optimization questions to continue to track trends in usage and expectations for GALILEO in the mobile arena. It is also suggested that using an appealing incentive like an iPad be examined in light of the negative impacts it may have had on the ability to analyze data and to ensure that the reliability of the data is not eroded by increases that are not meaningful in trend analysis from year to year.

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 shows 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)
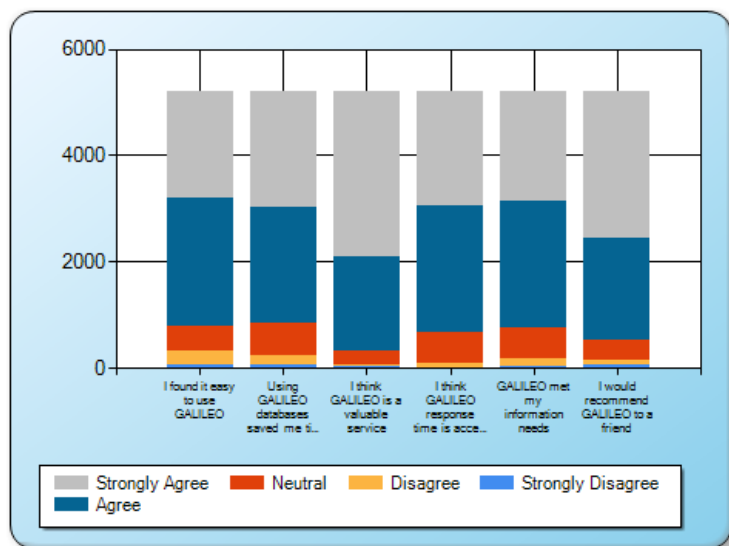
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
I found it easy to use GALILEO		2014	**2408**	476	256	56	**5210**
		38.7%	**46.2%**	9.1%	4.9%	1.1%	**100.0%**
Using GALILEO databases saved me time		**2184**	2169	631	170	56	**5210**
		41.9%	41.6%	12.1%	3.3%	1.1%	**100.0%**
I think GALILEO is a valuable service		**3123**	1756	273	37	21	**5210**
		59.9%	33.7%	5.2%	0.7%	0.4%	**100.0%**
I think GALILEO response time is acceptable		2153	**2385**	587	68	17	**5210**
		41.3%	**45.8%**	11.3%	1.3%	0.3%	**100.0%**
GALILEO met my information needs		2054	**2411**	568	140	37	**5210**
		39.4%	**46.3%**	10.9%	2.7%	0.7%	**100.0%**
I would recommend GALILEO to a friend		**2777**	1910	383	86	54	**5210**
		53.3%	36.7%	7.4%	1.7%	1.0%	**100.0%**

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Please indicate your opinion about GALILEO (does not include librarians and media specialists)
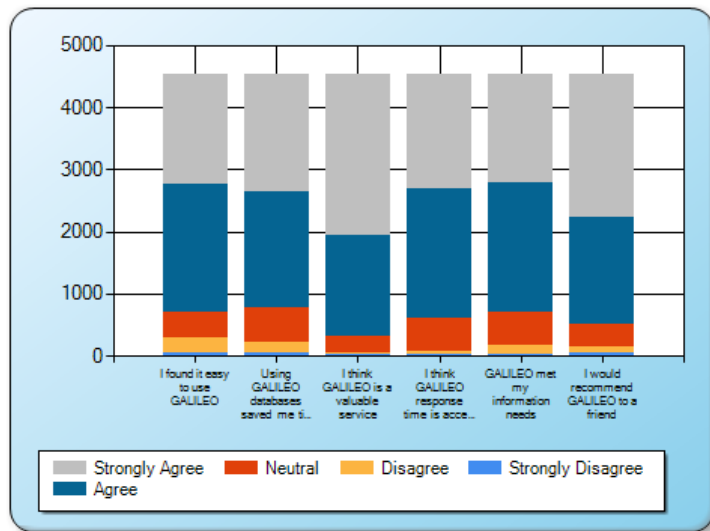
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
I found it easy to use GALILEO	1791	**2043**	428	227	55	**4544**
	39.4%	**45.0%**	9.4%	5.0%	1.2%	**100.0%**
Using GALILEO databases saved me time	**1892**	1867	573	157	55	**4544**
	41.6%	41.1%	12.6%	3.5%	1.2%	**100.0%**
I think GALILEO is a valuable service	**2606**	1614	267	36	21	**4544**
	57.4%	35.5%	5.9%	0.8%	0.5%	**100.0%**
I think GALILEO response time is acceptable	1847	**2086**	535	59	17	**4544**
	40.6%	**45.9%**	11.8%	1.3%	0.4%	**100.0%**
GALILEO met my information needs	1747	**2090**	542	128	37	**4544**
	38.4%	**46.0%**	11.9%	2.8%	0.8%	**100.0%**
I would recommend GALILEO to a friend	**2304**	1737	367	82	54	**4544**
	50.7%	38.2%	8.1%	1.8%	1.2%	**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. Responses have been grouped to better display satisfaction levels with "Strongly Agree" and "Agree" grouped in the "Top" category and "Strongly Disagree" and "Disagree" grouped in the "Bottom" category.

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

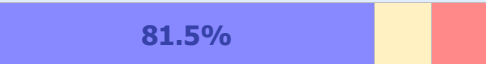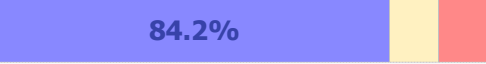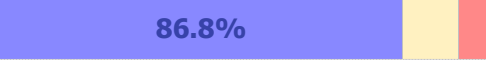**Statement 1: "I found it easy to use GALILEO"**
Responses by user type
(Key: Top, Neutral, Bottom, N/A)
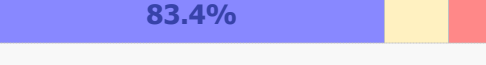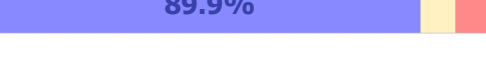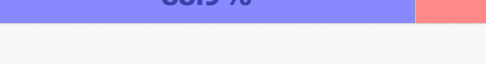
User Type	Chart	Top	Neutral	Bottom	Total
Student, Graduate	86.2%	**382**	39	22	**443**
		86.2%	8.8%	5.0%	**100.0%**
Student, Undergraduate	82.7%	**1330**	155	123	**1608**
		82.7%	9.6%	7.6%	**100.0%**
Student, 2 year/Technical	82.2%	**812**	111	65	**988**
		82.2%	11.2%	6.6%	**100.0%**
Student, K-12	92.9%	**196**	10	5	**211**
		92.9%	4.7%	2.4%	**100.0%**
Librarian/Library Staff	89.1%	**393**	29	19	**441**
		89.1%	6.6%	4.3%	**100.0%**
Media Specialist	86.7%	**195**	19	11	**225**
		86.7%	8.4%	4.9%	**100.0%**
Faculty	84.8%	**436**	42	36	**514**
		84.8%	8.2%	7.0%	**100.0%**
K-12 Teacher	88.9%	**369**	30	16	**415**
		88.9%	7.2%	3.9%	**100.0%**
Public library user	82.9%	**131**	22	5	**158**
		82.9%	13.9%	3.2%	**100.0%**
Other	86.0%	**178**	19	10	**207**
		86.0%	9.2%	4.8%	**100.0%**

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Statement 1: "I found it easy to use GALILEO"
Responses by institution type
(Key: Top, Neutral, Bottom, N/A)

Institution Type	Chart	Top	Neutral	Bottom	Total
State (public) 4-year College/University	81.5%	1241	155	126	1522
		81.5%	10.2%	8.3%	100.0%
State (public) 2-year College/University	84.2%	776	82	64	922
		84.2%	8.9%	6.9%	100.0%
Private 4-year College/University	86.8%	177	20	7	204
		86.8%	9.8%	3.4%	100.0%
Private 2-year College/University	78.6%	22	2	4	28
		78.6%	7.1%	14.3%	100.0%
Technical Institute or College	85.6%	948	110	50	1108
		85.6%	9.9%	4.5%	100.0%
Public Library	83.4%	242	33	15	290
		83.4%	11.4%	5.2%	100.0%
K-12 Public School	89.9%	903	65	36	1004
		89.9%	6.5%	3.6%	100.0%
K-12 Private School	88.9%	40	0	5	45
		88.9%	0.0%	11.1%	100.0%
Other (please specify)	83.9%	73	9	5	87
		83.9%	10.3%	5.7%	100.0%

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Statement 2: "Using GALILEO databases saved me time"
Responses by user type
(Key: Top, Neutral, Bottom, N/A)
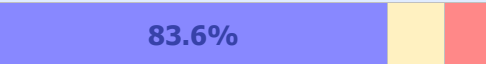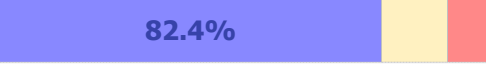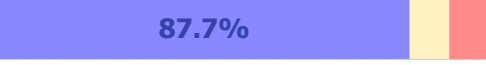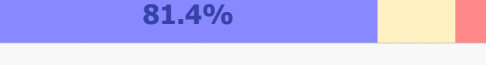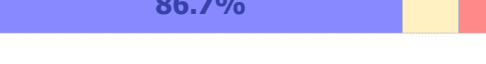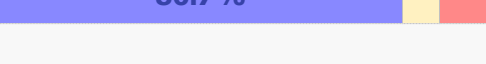
User Type	Chart	Top	Neutral	Bottom	Total
Student, Graduate	86.9%	385	44	14	443
		86.9%	9.9%	3.2%	100.0%
Student, Undergraduate	81.7%	1314	191	103	1608
		81.7%	11.9%	6.4%	100.0%
Student, 2 year/Technical	80.1%	791	152	45	988
		80.1%	15.4%	4.6%	100.0%
Student, K-12	88.6%	187	16	8	211
		88.6%	7.6%	3.8%	100.0%
Librarian/Library Staff	90.0%	397	38	6	441
		90.0%	8.6%	1.4%	100.0%
Media Specialist	87.6%	197	20	8	225
		87.6%	8.9%	3.6%	100.0%
Faculty	85.4%	439	54	21	514
		85.4%	10.5%	4.1%	100.0%
K-12 Teacher	83.9%	348	55	12	415
		83.9%	13.3%	2.9%	100.0%
Public library user	76.6% 21.5%	121	34	3	158
		76.6%	21.5%	1.9%	100.0%
Other	84.1%	174	27	6	207
		84.1%	13.0%	2.9%	100.0%

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Statement 2: "Using GALILEO databases saved me time"
Responses by institution type
(Key: Top, Neutral, Bottom, N/A)

Institution Type	Chart		Top	Neutral	Bottom	Total
State (public) 4-year College/University	83.6%		1272	167	83	1522
			83.6%	11.0%	5.5%	100.0%
State (public) 2-year College/University	82.4%		760	113	49	922
			82.4%	12.3%	5.3%	100.0%
Private 4-year College/University	87.7%		179	16	9	204
			87.7%	7.8%	4.4%	100.0%
Private 2-year College/University	82.1%		23	4	1	28
			82.1%	14.3%	3.6%	100.0%
Technical Institute or College	81.9%		907	161	40	1108
			81.9%	14.5%	3.6%	100.0%
Public Library	81.4%		236	45	9	290
			81.4%	15.5%	3.1%	100.0%
K-12 Public School	86.7%		870	106	28	1004
			86.7%	10.6%	2.8%	100.0%
K-12 Private School	86.7%		39	3	3	45
			86.7%	6.7%	6.7%	100.0%
Other (please specify)	77.0%		67	16	4	87
			77.0%	18.4%	4.6%	100.0%

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Statement 3: "I think GALILEO is a valuable service"
Responses by user type
(Key: Top, Neutral, Bottom, N/A)
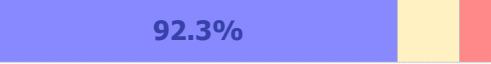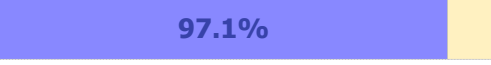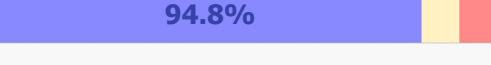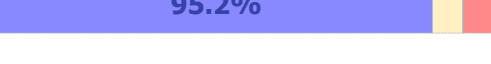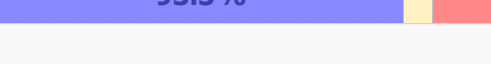
User Type	Chart	Top	Neutral	Bottom	Total
Student, Graduate	94.4%	**418**	21	4	**443**
		94.4%	4.7%	0.9%	**100.0%**
Student, Undergraduate	92.7%	**1491**	95	22	**1608**
		92.7%	5.9%	1.4%	**100.0%**
Student, 2 year/Technical	90.8%	**897**	78	13	**988**
		90.8%	7.9%	1.3%	**100.0%**
Student, K-12	94.3%	**199**	8	4	**211**
		94.3%	3.8%	1.9%	**100.0%**
Librarian/Library Staff	98.6%	**435**	5	1	**441**
		98.6%	1.1%	0.2%	**100.0%**
Media Specialist	99.6%	**224**	1	0	**225**
		99.6%	0.4%	0.0%	**100.0%**
Faculty	94.6%	**486**	24	4	**514**
		94.6%	4.7%	0.8%	**100.0%**
K-12 Teacher	93.5%	**388**	22	5	**415**
		93.5%	5.3%	1.2%	**100.0%**
Public library user	93.0%	**147**	10	1	**158**
		93.0%	6.3%	0.6%	**100.0%**
Other	93.7%	**194**	9	4	**207**
		93.7%	4.3%	1.9%	**100.0%**

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Statement 3: "I think GALILEO is a valuable service"
Responses by institution type
(Key: Top, Neutral, Bottom, N/A)

Institution Type	Chart	Top	Neutral	Bottom	Total
State (public) 4-year College/University	94.2%	**1434**	72	16	**1522**
		94.2%	4.7%	1.1%	**100.0%**
State (public) 2-year College/University	92.3%	**851**	57	14	**922**
		92.3%	6.2%	1.5%	**100.0%**
Private 4-year College/University	97.1%	**198**	6	0	**204**
		97.1%	2.9%	0.0%	**100.0%**
Private 2-year College/University	85.7%	**24**	4	0	**28**
		85.7%	14.3%	0.0%	**100.0%**
Technical Institute or College	92.1%	**1021**	75	12	**1108**
		92.1%	6.8%	1.1%	**100.0%**
Public Library	94.8%	**275**	11	4	**290**
		94.8%	3.8%	1.4%	**100.0%**
K-12 Public School	95.2%	**956**	39	9	**1004**
		95.2%	3.9%	0.9%	**100.0%**
K-12 Private School	93.3%	**42**	1	2	**45**
		93.3%	2.2%	4.4%	**100.0%**
Other (please specify)	89.7%	**78**	8	1	**87**
		89.7%	9.2%	1.1%	**100.0%**

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Statement 4: "I think GALILEO response time is acceptable"
Responses by user type
(Key: Top, Neutral, Bottom, N/A)
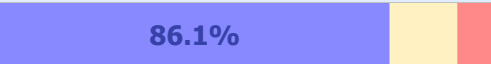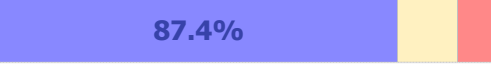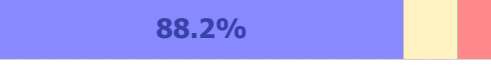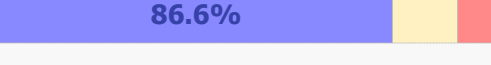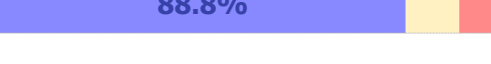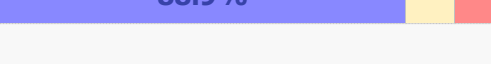
User Type	Chart	Top	Neutral	Bottom	Total
Student, Graduate	87.8%	**389**	51	3	**443**
		87.8%	11.5%	0.7%	**100.0%**
Student, Undergraduate	85.6%	**1376**	197	35	**1608**
		85.6%	12.3%	2.2%	**100.0%**
Student, 2 year/Technical	85.4%	**844**	131	13	**988**
		85.4%	13.3%	1.3%	**100.0%**
Student, K-12	89.1%	**188**	20	3	**211**
		89.1%	9.5%	1.4%	**100.0%**
Librarian/Library Staff	90.9%	**401**	35	5	**441**
		90.9%	7.9%	1.1%	**100.0%**
Media Specialist	90.7%	**204**	17	4	**225**
		90.7%	7.6%	1.8%	**100.0%**
Faculty	90.9%	**467**	39	8	**514**
		90.9%	7.6%	1.6%	**100.0%**
K-12 Teacher	85.3%	**354**	57	4	**415**
		85.3%	13.7%	1.0%	**100.0%**
Public library user	84.8%	**134**	20	4	**158**
		84.8%	12.7%	2.5%	**100.0%**
Other	87.4%	**181**	20	6	**207**
		87.4%	9.7%	2.9%	**100.0%**

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Statement 4: "I think GALILEO response time is acceptable"
Responses by institution type
(Key: Top, Neutral, Bottom, N/A)

Institution Type	Chart		Top	Neutral	Bottom	Total
State (public) 4-year College/University	86.1%		1311	184	27	1522
			86.1%	12.1%	1.8%	100.0%
State (public) 2-year College/University	87.4%		806	98	18	922
			87.4%	10.6%	2.0%	100.0%
Private 4-year College/University	88.2%		180	20	4	204
			88.2%	9.8%	2.0%	100.0%
Private 2-year College/University	89.3%		25	3	0	28
			89.3%	10.7%	0.0%	100.0%
Technical Institute or College	87.5%		969	122	17	1108
			87.5%	11.0%	1.5%	100.0%
Public Library	86.6%		251	34	5	290
			86.6%	11.7%	1.7%	100.0%
K-12 Public School	88.8%		892	100	12	1004
			88.8%	10.0%	1.2%	100.0%
K-12 Private School	88.9%		40	4	1	45
			88.9%	8.9%	2.2%	100.0%
Other (please specify)	73.6%	25.3%	64	22	1	87
			73.6%	25.3%	1.1%	100.0%

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Statement 5: "GALILEO met my information needs"
Responses by user type
(Key: Top, Neutral, Bottom, N/A)
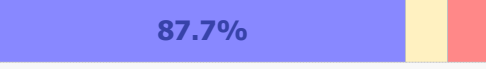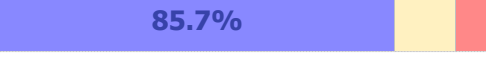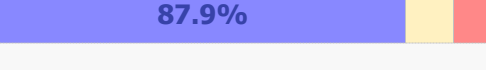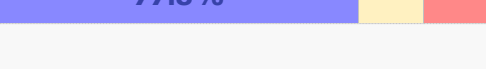
User Type	Chart	Top	Neutral	Bottom	Total
Student, Graduate	88.0%	**390**	41	12	**443**
		88.0%	9.3%	2.7%	**100.0%**
Student, Undergraduate	83.5%	**1342**	199	67	**1608**
		83.5%	12.4%	4.2%	**100.0%**
Student, 2 year/Technical	83.4%	**824**	132	32	**988**
		83.4%	13.4%	3.2%	**100.0%**
Student, K-12	81.0%	**171**	31	9	**211**
		81.0%	14.7%	4.3%	**100.0%**
Librarian/Library Staff	94.3%	**416**	19	6	**441**
		94.3%	4.3%	1.4%	**100.0%**
Media Specialist	94.2%	**212**	7	6	**225**
		94.2%	3.1%	2.7%	**100.0%**
Faculty	83.5%	**429**	57	28	**514**
		83.5%	11.1%	5.4%	**100.0%**
K-12 Teacher	87.2%	**362**	45	8	**415**
		87.2%	10.8%	1.9%	**100.0%**
Public library user	83.5%	**132**	22	4	**158**
		83.5%	13.9%	2.5%	**100.0%**
Other	90.3%	**187**	15	5	**207**
		90.3%	7.2%	2.4%	**100.0%**

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Statement 5: "GALILEO met my information needs"
Responses by institution type
(Key: Top, Neutral, Bottom, N/A)

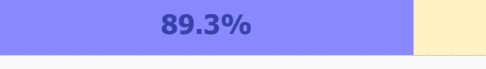| Institution Type	Chart	Top	Neutral	Bottom	Total
State (public) 4-year College/University	82.4%	**1254**	194	74	**1522**
		82.4%	12.7%	4.9%	**100.0%**
State (public) 2-year College/University	87.7%	**809**	76	37	**922**
		87.7%	8.2%	4.0%	**100.0%**
Private 4-year College/University	85.3%	**174**	26	4	**204**
		85.3%	12.7%	2.0%	**100.0%**
Private 2-year College/University	89.3%	**25**	3	0	**28**
		89.3%	10.7%	0.0%	**100.0%**
Technical Institute or College	85.7%	**950**	133	25	**1108**
		85.7%	12.0%	2.3%	**100.0%**
Public Library	87.9%	**255**	27	8	**290**
		87.9%	9.3%	2.8%	**100.0%**
K-12 Public School	88.7%	**891**	92	21	**1004**
		88.7%	9.2%	2.1%	**100.0%**
K-12 Private School	77.8%	**35**	6	4	**45**
		77.8%	13.3%	8.9%	**100.0%**
Other (please specify)	82.8%	**72**	11	4	**87**
		82.8%	12.6%	4.6%	**100.0%**

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Statement 6: "I would recommend GALILEO to a friend"
Responses by user type
(Key: Top, Neutral, Bottom, N/A)
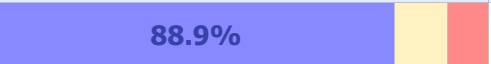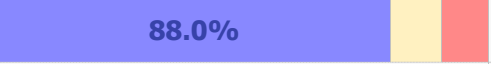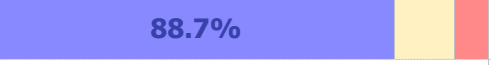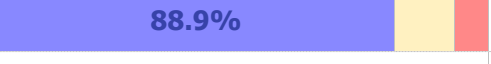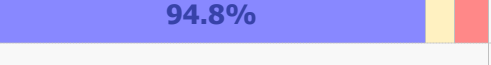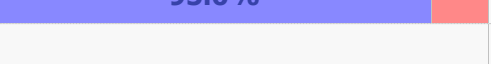
User Type	Chart	Top	Neutral	Bottom	Total
Student, Graduate	91.4%	**405**	31	7	**443**
		91.4%	7.0%	1.6%	**100.0%**
Student, Undergraduate	87.3%	**1404**	137	67	**1608**
		87.3%	8.5%	4.2%	**100.0%**
Student, 2 year/Technical	87.0%	**860**	100	28	**988**
		87.0%	10.1%	2.8%	**100.0%**
Student, K-12	90.5%	**191**	15	5	**211**
		90.5%	7.1%	2.4%	**100.0%**
Librarian/Library Staff	97.1%	**428**	10	3	**441**
		97.1%	2.3%	0.7%	**100.0%**
Media Specialist	96.9%	**218**	6	1	**225**
		96.9%	2.7%	0.4%	**100.0%**
Faculty	89.5%	**460**	42	12	**514**
		89.5%	8.2%	2.3%	**100.0%**
K-12 Teacher	92.8%	**385**	21	9	**415**
		92.8%	5.1%	2.2%	**100.0%**
Public library user	93.0%	**147**	7	4	**158**
		93.0%	4.4%	2.5%	**100.0%**
Other	91.3%	**189**	14	4	**207**
		91.3%	6.8%	1.9%	**100.0%**

Statement 6: "I would recommend GALILEO to a friend"
Responses by institution type
(Key: Top, Neutral, Bottom, N/A)

Institution Type	Chart	Top	Neutral	Bottom	Total
State (public) 4-year College/University	88.9%	1353	122	47	1522
		88.9%	8.0%	3.1%	100.0%
State (public) 2-year College/University	88.0%	811	75	36	922
		88.0%	8.1%	3.9%	100.0%
Private 4-year College/University	88.7%	181	18	5	204
		88.7%	8.8%	2.5%	100.0%
Private 2-year College/University	85.7%	24	3	1	28
		85.7%	10.7%	3.6%	100.0%
Technical Institute or College	88.9%	985	96	27	1108
		88.9%	8.7%	2.4%	100.0%
Public Library	94.8%	275	8	7	290
		94.8%	2.8%	2.4%	100.0%
K-12 Public School	93.5%	939	52	13	1004
		93.5%	5.2%	1.3%	100.0%
K-12 Private School	95.6%	43	0	2	45
		95.6%	0.0%	4.4%	100.0%
Other (please specify)	87.4%	76	9	2	87
		87.4%	10.3%	2.3%	100.0%

IV. Mobile Optimization

Please rate the following statements about GALILEO and optimization for mobile devices (includes librarians and media specialists).
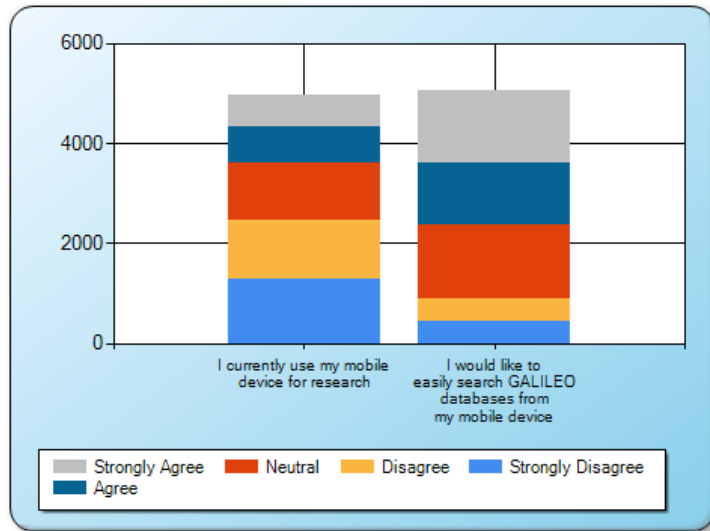
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
I currently use my mobile device for research	641	739	1130	1183	**1280**	**4973**
	12.9%	14.9%	22.7%	23.8%	**25.7%**	**100.0%**
I would like to easily search GALILEO databases from my mobile device	**1477**	1237	1466	460	430	**5070**
	29.1%	24.4%	28.9%	9.1%	8.5%	**100.0%**

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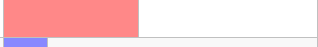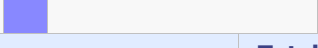
Please rate the following statements about GALILEO and optimization for mobile devices (does not include librarians and media specialists).
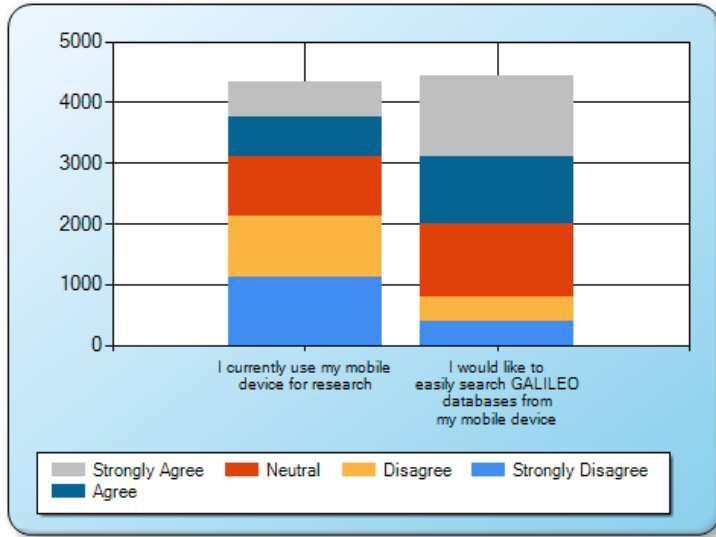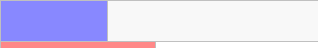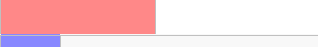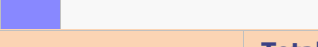
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
I currently use my mobile device for research	590	654	965	1018	**1117**	**4344**
	13.6%	15.1%	22.2%	23.4%	**25.7%**	**100.0%**
I would like to easily search GALILEO databases from my mobile device	**1332**	1094	1208	403	393	**4430**
	30.1%	24.7%	27.3%	9.1%	8.9%	**100.0%**

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V. 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		10.0%	521
weekly		33.0%	1720
monthly		**42.8%**	**2232**
first time used		14.1%	737
		Total Responses	**5210**

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

Response	Chart	Frequency	Count
daily		6.4%	289
weekly		31.2%	1416
monthly		**46.5%**	**2113**
first time used		16.0%	726
		Total Responses	**4544**

Frequency of Use
Responses by user type

User Type	How often do you use GALILEO?				
	daily	weekly	monthly	first time used	**Total**
Student, Graduate	39	**180**	172	52	**443**
	8.8%	**40.6%**	38.8%	11.7%	**100.0%**
Student, Undergraduate	74	515	**829**	190	**1608**
	4.6%	32.0%	**51.6%**	11.8%	**100.0%**
Student, 2 year/Technical	75	292	**392**	229	**988**
	7.6%	29.6%	**39.7%**	23.2%	**100.0%**
Student, K-12	38	**64**	57	52	**211**
	18.0%	**30.3%**	27.0%	24.6%	**100.0%**
Librarian/Library Staff	**199**	168	68	6	**441**
	45.1%	38.1%	15.4%	1.4%	**100.0%**
Media Specialist	33	**136**	51	5	**225**
	14.7%	**60.4%**	22.7%	2.2%	**100.0%**
Faculty	25	178	**258**	53	**514**
	4.9%	34.6%	**50.2%**	10.3%	**100.0%**
K-12 Teacher	11	106	**242**	56	**415**
	2.7%	25.5%	**58.3%**	13.5%	**100.0%**
Public library user	12	31	**62**	53	**158**
	7.6%	19.6%	**39.2%**	33.5%	**100.0%**
Other	15	50	**101**	41	**207**
	7.2%	24.2%	**48.8%**	19.8%	**100.0%**
Total	**521**	**1720**	**2232**	**737**	**5210**
	10.0%	**33.0%**	**42.8%**	**14.1%**	**100.0%**

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Frequency of Use
Responses by institution type

Institution Type	How often do you use GALILEO?				
	daily	weekly	monthly	first time used	Total
State (public) 4-year College/University	128	515	**742**	137	**1522**
	8.4%	33.8%	**48.8%**	9.0%	**100.0%**
State (public) 2-year College/University	79	297	**427**	119	**922**
	8.6%	32.2%	**46.3%**	12.9%	**100.0%**
Private 4-year College/University	23	71	**97**	13	**204**
	11.3%	34.8%	**47.5%**	6.4%	**100.0%**
Private 2-year College/University	3	7	**15**	3	**28**
	10.7%	25.0%	**53.6%**	10.7%	**100.0%**
Technical Institute or College	102	341	**398**	267	**1108**
	9.2%	30.8%	**35.9%**	24.1%	**100.0%**
Public Library	76	**98**	83	33	**290**
	26.2%	**33.8%**	28.6%	11.4%	**100.0%**
K-12 Public School	92	349	**425**	138	**1004**
	9.2%	34.8%	**42.3%**	13.7%	**100.0%**
K-12 Private School	7	**18**	15	5	**45**
	15.6%	**40.0%**	33.3%	11.1%	**100.0%**
Other (please specify)	11	24	**30**	22	**87**
	12.6%	27.6%	**34.5%**	25.3%	**100.0%**
Total	**521**	**1720**	**2232**	**737**	**5210**
	10.0%	**33.0%**	**42.8%**	**14.1%**	**100.0%**

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VI. 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		**28.9%**	**1506**
From a media specialists or librarian		24.3%	1268
From a teacher		24.1%	1257
From a friend		1.8%	96
From a link on my school or library web page		16.3%	851
From a session at a conference or workshop		1.6%	85
Other		2.8%	147
		Total Responses	5210

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

Response	Chart	Frequency	Count
I am a long-time user		22.2%	1008
From a media specialists or librarian		26.0%	1183
From a teacher		**27.5%**	**1249**
From a friend		2.0%	92
From a link on my school or library web page		18.4%	834
From a session at a conference or workshop		1.2%	54
Other		2.7%	124
		Total Responses	4544

Learn About
Responses by user type

User Type	7: Where did you find out about GALILEO? (required)							
	I am a long-time user	From a media specialists or librarian	From a teacher	From a friend	From a link on my library webpage	From a conference or workshop	Other	Total
Student, Graduate	**150**	93	107	10	71	2	10	**443**
	33.9%	21.0%	24.2%	2.3%	16.0%	0.5%	2.3%	**100.0%**
Student, Undergraduate	275	372	**628**	24	254	22	33	**1608**
	17.1%	23.1%	**39.1%**	1.5%	15.8%	1.4%	2.1%	**100.0%**
Student, 2 year/Technical	75	203	**364**	27	294	8	17	**988**
	7.6%	20.5%	**36.8%**	2.7%	29.8%	0.8%	1.7%	**100.0%**
Student, K-12	20	73	**84**	9	21	1	3	**211**
	9.5%	34.6%	**39.8%**	4.3%	10.0%	0.5%	1.4%	**100.0%**
Librarian/Library Staff	**319**	68	5	2	13	19	15	**441**
	72.3%	15.4%	1.1%	0.5%	2.9%	4.3%	3.4%	**100.0%**
Media Specialist	**179**	17	3	2	4	12	8	**225**
	79.6%	7.6%	1.3%	0.9%	1.8%	5.3%	3.6%	**100.0%**
Faculty	**235**	151	17	7	87	6	11	**514**
	45.7%	29.4%	3.3%	1.4%	16.9%	1.2%	2.1%	**100.0%**
K-12 Teacher	157	**193**	15	4	22	5	19	**415**
	37.8%	**46.5%**	3.6%	1.0%	5.3%	1.2%	4.6%	**100.0%**
Public library user	31	38	10	8	**52**	6	13	**158**
	19.6%	24.1%	6.3%	5.1%	**32.9%**	3.8%	8.2%	**100.0%**
Other	**65**	60	24	3	33	4	18	**207**
	31.4%	29.0%	11.6%	1.4%	15.9%	1.9%	8.7%	**100.0%**
Total	**1506**	**1268**	**1257**	**96**	**851**	**85**	**147**	**5210**
	28.9%	**24.3%**	**24.1%**	**1.8%**	**16.3%**	**1.6%**	**2.8%**	**100.0%**

Learn About
Responses by institution type

Institution Type	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 library webpage	From a conference or workshop	Other	Total
State (public) 4-year College/University	**498**	331	378	23	236	21	35	**1522**
	32.7%	21.7%	24.8%	1.5%	15.5%	1.4%	2.3%	**100.0%**
State (public) 2-year College/University	196	200	**339**	16	146	3	22	**922**
	21.3%	21.7%	**36.8%**	1.7%	15.8%	0.3%	2.4%	**100.0%**
Private 4-year College/University	**67**	58	36	4	29	4	6	**204**
	32.8%	28.4%	17.6%	2.0%	14.2%	2.0%	2.9%	**100.0%**
Private 2-year College/University	6	5	**12**	2	3	0	0	**28**
	21.4%	17.9%	**42.9%**	7.1%	10.7%	0.0%	0.0%	**100.0%**
Technical Institute or College	128	249	**349**	21	330	12	19	**1108**
	11.6%	22.5%	**31.5%**	1.9%	29.8%	1.1%	1.7%	**100.0%**
Public Library	**146**	47	13	9	40	17	18	**290**
	50.3%	16.2%	4.5%	3.1%	13.8%	5.9%	6.2%	**100.0%**
K-12 Public School	**423**	340	119	17	46	22	37	**1004**
	42.1%	33.9%	11.9%	1.7%	4.6%	2.2%	3.7%	**100.0%**
K-12 Private School	12	**18**	4	2	6	2	1	**45**
	26.7%	**40.0%**	8.9%	4.4%	13.3%	4.4%	2.2%	**100.0%**
Other (please specify)	**30**	20	7	2	15	4	9	**87**
	34.5%	23.0%	8.0%	2.3%	17.2%	4.6%	10.3%	**100.0%**
Total	**1506**	**1268**	**1257**	**96**	**851**	**85**	**147**	**5210**
	28.9%	**24.3%**	**24.1%**	**1.8%**	**16.3%**	**1.6%**	**2.8%**	**100.0%**

VII: Respondent Demographics

Today I am using GALILEO as (includes librarians and media specialists)
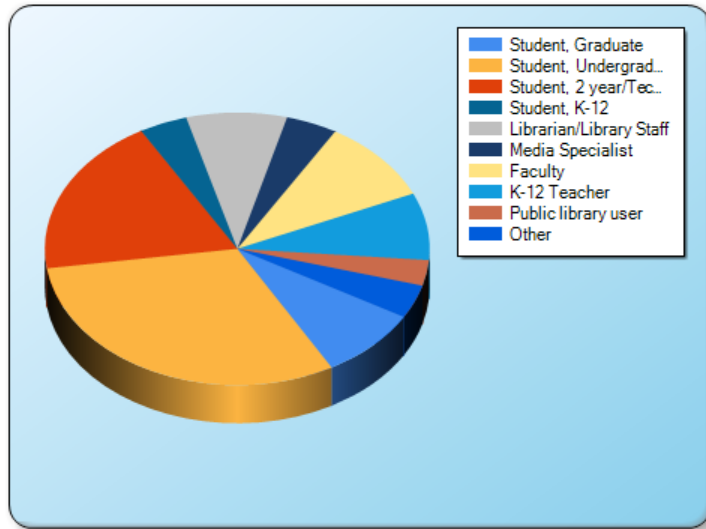
Response	Chart	Frequency	Count
Student, Graduate		8.5%	443
Student, Undergraduate		**30.9%**	**1608**
Student, 2 year/Technical		19.0%	988
Student, K-12		4.0%	211
Librarian/Library Staff		8.5%	441
Media Specialist		4.3%	225
Faculty		9.9%	514
K-12 Teacher		8.0%	415
Public library user		3.0%	158
Other		4.0%	207
		Total Responses	5210

Today I am using GALILEO as (does not include librarians and media specialists)
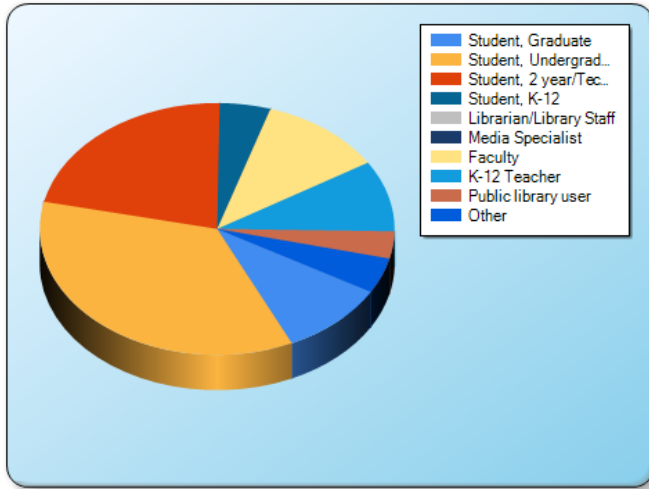
Response	Chart	Frequency	Count
Student, Graduate		9.7%	443
Student, Undergraduate		**35.4%**	**1608**
Student, 2 year/Technical		21.7%	988
Student, K-12		4.6%	211
Librarian/Library Staff	Removed	0.0%	0
Media Specialist	Removed	0.0%	0
Faculty		11.3%	514
K-12 Teacher		9.1%	415
Public library user		3.5%	158
Other		4.6%	207
		Total Responses	4544

June 28, 2011

Please indicate your primary institutional affiliation (includes librarians and media specialists).
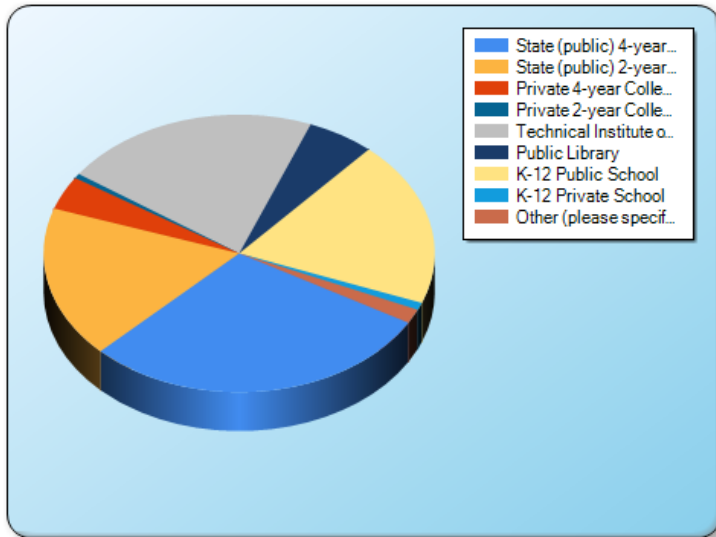
Response	Chart	Frequency	Count
State (public) 4-year College/University		**29.2%**	**1522**
State (public) 2-year College/University		17.7%	922
Private 4-year College/University		3.9%	204
Private 2-year College/University		0.5%	28
Technical Institute or College		21.3%	1108
Public Library		5.6%	290
K-12 Public School		19.3%	1004
K-12 Private School		0.9%	45
Other (please specify)		1.7%	87
		Total Responses	5210

Please indicate your primary institutional affiliation (does not include librarians and media specialists).
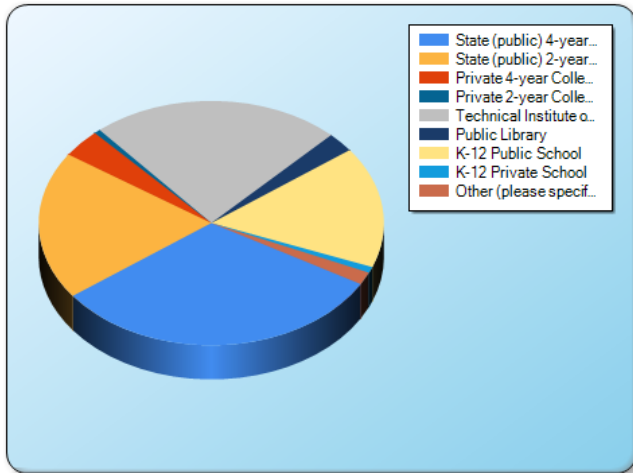
Response	Chart	Frequency	Count
State (public) 4-year College/University		**31.5%**	**1431**
State (public) 2-year College/University		19.7%	893
Private 4-year College/University		3.7%	169
Private 2-year College/University		0.6%	27
Technical Institute or College		23.4%	1064
Public Library		2.6%	118
K-12 Public School		16.1%	730
K-12 Private School		0.8%	36
Other (please specify)		1.7%	76
		Total Responses	4544

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

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 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.

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

10. What impact would loss of GALILEO resources have on your research, learning, or library? Please specify resources that you find least useful or most useful.
_____
_____
_____

Appendix B: "I Would Improve" Tabulation Chart, 2010

Total surveys: 5210

Coding Categories	Codes	Number of Occurrences	Percentage of Total Question Responses
Coverage	More databases	531	14.66%
	More full text	88	2.43%
	Specific content	404	11.16%
	Total	**1023**	**28.25%**
Website	Interface	181	5.00%
	Organization	165	4.56%
	Simplify/ User friendly	562	15.52%
	Total	**908**	**25.08%**
Functionality	Federated search	92	2.54%
	Searchability	611	16.87%
	General functionality (technical)	213	5.88%
	Total	**949**	**26.21%**
Other	Instruction/Help	189	5.22%
	Password/ Remote access	116	3.20%
	Other	271	7.48%
	Misconception	33	0.91%
	Beyond GALILEO's control[1]	20	0.55%
	Uncodable	25	0.69%
	Total	**654**	**18.06%**

[1]Examples: Longer library hours or other references to local library or institution