

Measuring GALILEO's Performance

2011 GALILEO User Survey Report

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I. Background and Methodology

The annual GALILEO survey is conducted to ascertain user satisfaction and usage habits of GALILEO users. Annual surveys have been conducted since 1996, one year after GALILEO went online. In 2011, a link inviting users to participate in the survey appeared in the spotlight area of the home page in the Scholar, Library, High School, and Teen user views and on the GALILEO welcome/login page. The survey was open November 7-13, 2011.

The survey included questions that have been asked in previous years, as well as a new question for 2011. Below is a summary of questions:

- Five statements rated by respondent on GALILEO performance and value (included each year)
- Six qualities of the federated search tool rated by respondent (new this year)
- Multiple choice question: "I would improve GALILEO by . . ." (included each year)
- Demographic questions about user and institution types, usage frequency, and where respondent learned about GALILEO (included each year)

II. ABOUT THE RESPONSES

There were 4978 completed surveys after removal of incomplete and duplicate surveys, a 4% decrease from last year's total (5210). An iPad drawing incentive offered for the past two years has contributed to a dramatic increase in survey returns compared to previous years when completed surveys numbered around 800–1300.

User Types

Undergraduate students represented the highest percentage of respondents (31%), followed by two-year/technical college students (17%). Librarians and media specialists contributed 13% of the responses.

Institution Types

The highest percentage of responses came from public academic/four-year institutions (33%), followed by public K-12 schools (24%). They were closely followed by technical colleges (22%).

III. Summary of Data

Rating Performance and Value

Every year the survey includes five statements designed to measure satisfaction with different aspects of GALILEO using a Likert scale. As in previous years, satisfaction levels were high. For example, 94% agree or strongly agree that GALILEO is a valuable service (same percentage as 2010) and 86% felt GALILEO met their information needs (same percentage in 2010). Charts included in this report show the breakdown of responses to each of the satisfaction statements, including breakdowns by user types and communities.

Rating the GALILEO Search Function

"GALILEO Search" is the name of the federated search function, and it has been powered by different products since its implementation in 2006. Questions asking respondents to rate several aspects of the federated search tool were added to the survey this year to help track users' satisfaction with the tool. A new federated search product, 360 Search from Serials Solutions, was launched in GALILEO in August 2011, replacing WebFeat. Surveying users on the federated search tool annually will provide information on the functionality of GALILEO Search over time as developments are made specifically to the product used by GALILEO and also to possible improvements in federated search technology, in general.

Satisfaction with GALILEO Search was high overall (86% are satisfied or very satisfied), but the data does point to some of the issues with federated searching. The relevance and quality of results and overall functionality were all rated highly (86-87% satisfied or very satisfied). Full-text access was rated lowest among the federated search qualities with 70% satisfied or very satisfied. Access to full-text content is also demonstrated to be a primary concern in the "I would improve" responses.

"Improve" Responses

In previous years, the "I would improve GALILEO" question was a narrative question with data coded into categories. In the 2011 survey, the top categories were converted into multiple choice answers. The most selected category was "More full text." When combined, the totals of the "More full text" and "More content" categories represent 44% of the responses.

The second most selected category was "Simpler interface and navigation" at 20%, followed by "Better searchability" at 16%. "Better searchability" was mentioned most often in the 2010 survey.

Conclusion

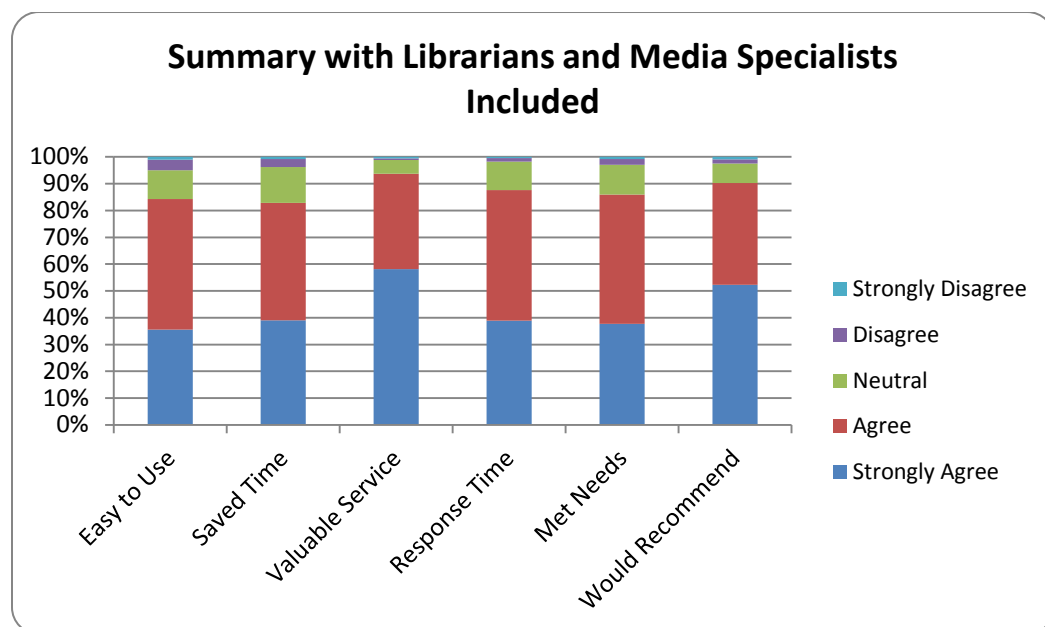
The 2011 annual user survey is a rich source of data on satisfaction levels with GALILEO and of information on user expectations to inform future development. Issues with federated search and full-text content have emerged as concerns for GALILEO users. Ratings of "ease of use" increased in 2006 when the federated search was first implemented (from 82% to 89%) but has trended downward to pre-federated search years in 2010 and 2011 (84% both years). Although satisfaction in the eighty percentile is high, there is definitely room for improvement for almost twenty percent of users. New development, such as a Discovery Tool, may address issues with the federated search.

It is recommended that the 2012 GALILEO Annual User Survey include the traditional satisfaction and improvement questions that have been asked on past surveys, as well as the GALILEO Search questions to continue to track user experience and perception of federated searching.

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. Tables that include librarians and media specialists are shaded in blue; tables with those user types removed are shaded in orange.

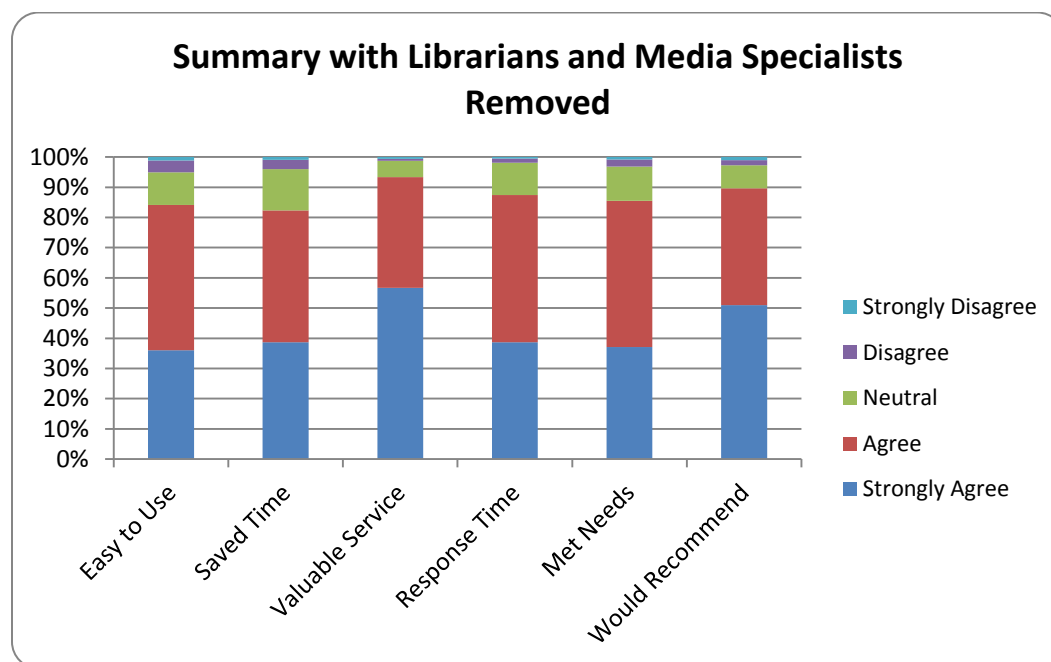
IV. Rating Performance and Value

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	1767 35.57%	2431 48.82%	531 10.60%	199 3.99%	50 1.02%	4978 100.0%
Using GALILEO databases saved me time	1941 38.99%	2183 43.85%	663 13.32%	149 2.99%	42 0.84%	4978 100.0%
I think GALILEO is a valuable service	2896 58.18%	1770 35.56%	256 5.14%	28 0.56%	28 0.56%	4978 100.0%
I think GALILEO response time is acceptable	1934 38.85%	2429 48.79%	529 10.63%	62 1.25%	24 0.48%	4978 100.0%
GALILEO met my information needs	1877 37.71%	2404 48.29%	551 11.07%	109 2.19%	37 0.74%	4978 100.0%
I would recommend GALILEO to a friend	2602 52.27%	1889 37.95%	363 7.29%	76 1.53%	48 0.96%	4978 100.0%

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	1664 36.05%	2222 48.14%	496 10.75%	183 3.96%	51 1.10%	4616 100.0%
Using GALILEO databases saved me time	1788 38.73%	2013 43.61%	631 13.67%	141 3.05%	43 0.93%	4616 100.0%
I think GALILEO is a valuable service	2617 56.69%	1691 36.63%	251 5.44%	28 0.61%	29 0.63%	4616 100.0%
I think GALILEO response time is acceptable	1784 38.65%	2252 48.79%	496 10.75%	59 1.28%	25 0.54%	4616 100.0%
GALILEO met my information needs	1877 37.13%	2404 48.44%	551 11.29%	109 2.32%	37 0.82%	4616 100.0%
I would recommend GALILEO to a friend	2353 50.97%	1784 38.65%	354 7.67%	76 1.65%	49 1.06%	4616 100.0%

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. Overall ratings are included.

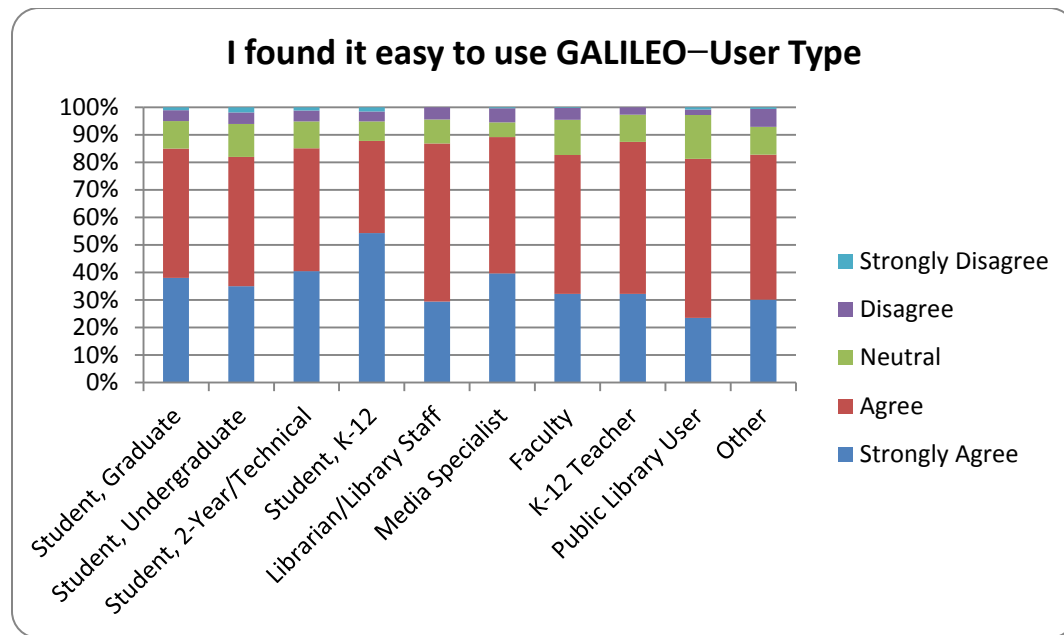
User types

- 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

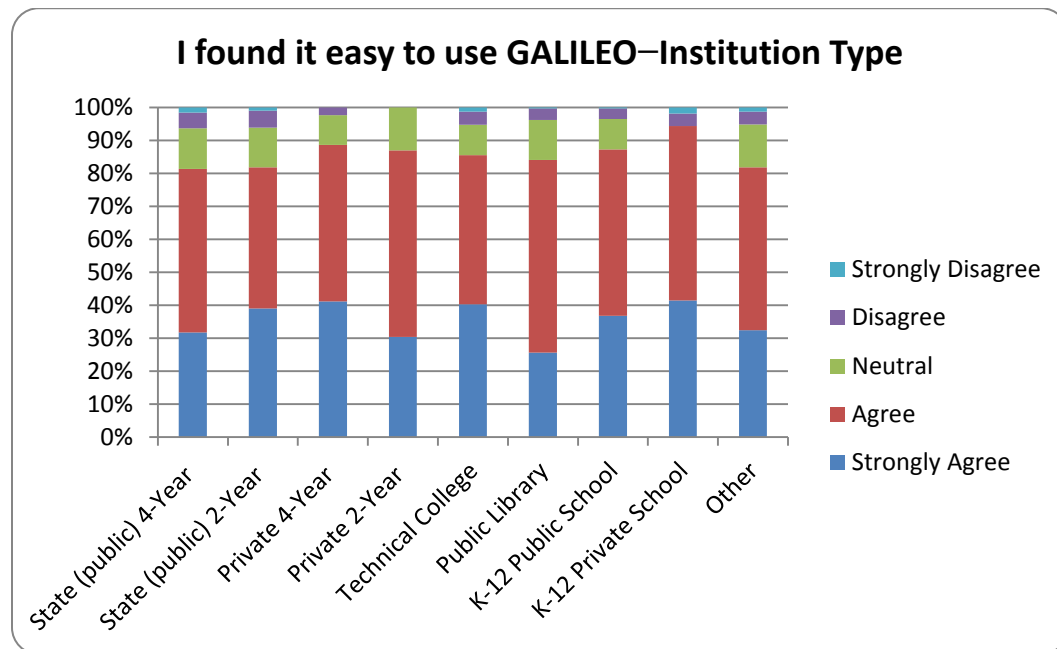
- State (public) 4-year College/University
- State (public) 2-year College/University
- Private 4-year College/University
- Private 2-year College/University
- Technical Institute or College
- Public Library
- K-12 Public School
- K-12 Private School
- Other

Statement 1: "I found it easy to use GALILEO"—Responses by User Type



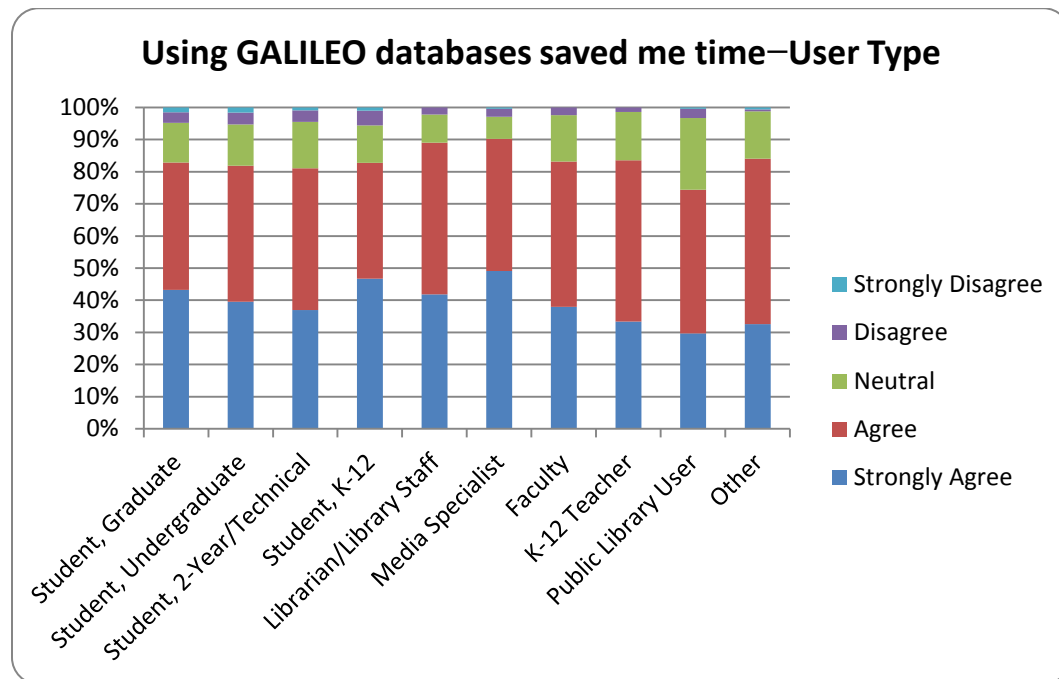
User Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Student, Graduate	175	216	46	18	5	460
	38.04%	46.96%	10.00%	3.91%	1.09%	100.0%
Student, Undergraduate	535	716	182	64	29	1526
	35.06%	46.92%	11.93%	4.19%	1.90%	100.0%
Student, 2-Year, Tech	327	360	79	32	9	807
	40.52%	44.61%	9.79%	3.97%	1.12%	100.0%
Student, K-12	107	66	14	7	3	197
	54.31%	33.50%	7.11%	3.55%	1.52%	100.0%
Librarian, Library Staff	108	210	32	16	0	366
	29.51%	57.38%	8.74%	4.37%	0.00%	100.0%
Media Specialist	110	137	15	14	1	277
	39.71%	49.46%	5.42%	5.05%	0.36%	100.0%
Faculty	136	213	54	18	1	422
	32.23%	50.47%	12.80%	4.27%	0.24%	100.0%
K-12 Teacher	165	283	50	14	0	512
	32.23%	55.27%	9.77%	2.73%	0.00%	100.0%
Public Library User	58	142	39	5	2	246
	23.58%	57.72%	15.85%	2.03%	0.81%	100.0%
Other	51	89	17	11	1	169
	30.18%	52.66%	10.06%	6.51%	0.59%	100.0%

Statement 1: “I found it easy to use GALILEO”—Responses by Institution Type



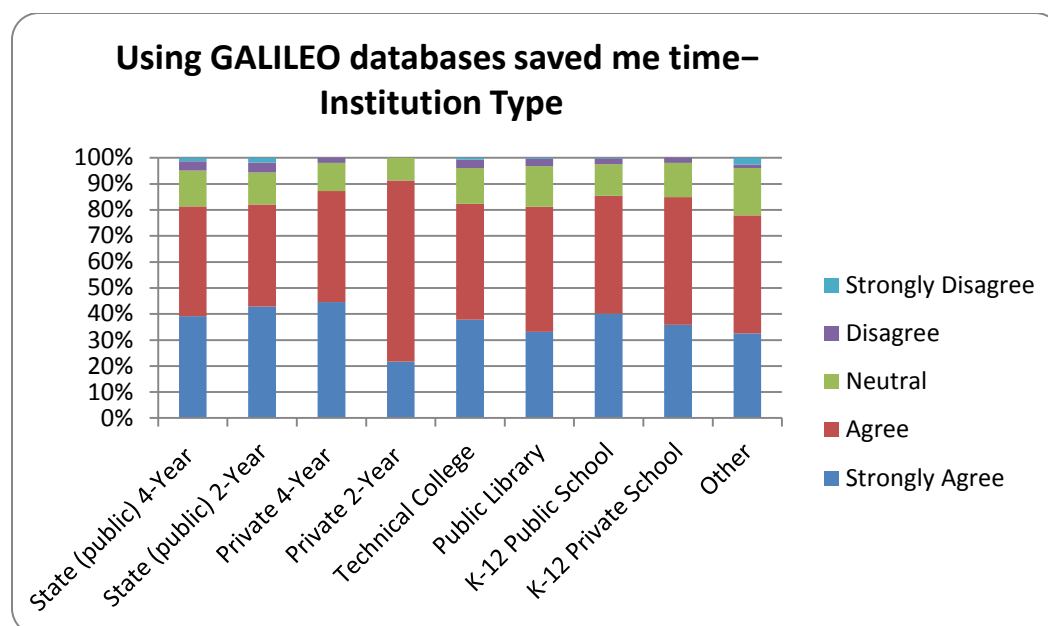
Institution Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
State 4-Year College/Univ	518	808	201	78	25	1630
	31.78%	49.57%	12.33%	4.79%	1.53%	100.0%
State 2-Year College/Univ	153	168	47	20	4	392
	39.03%	42.86%	11.99%	5.10%	1.02%	100.0%
Private 4-Year College/Univ	87	100	19	5	0	211
	41.23%	47.39%	9.00%	2.37%	0.00%	100.0%
Private 2-Year College/Univ	7	13	3	0	0	23
	30.43%	56.52%	13.04%	0.00%	0.00%	100.0%
Technical College	437	490	100	43	14	1084
	40.31%	45.20%	9.23%	3.97%	1.29%	100.0%
Public Library	82	187	39	11	1	320
	25.63%	58.44%	12.19%	3.44%	0.31%	100.0%
K-12 Public School	438	601	109	38	4	1190
	36.81%	50.50%	9.16%	3.19%	0.34%	100.0%
K-12 Private School	22	28	0	2	1	53
	41.51%	52.83%	0.00%	3.77%	1.89%	100.0%
Other	25	38	10	3	1	77
	32.47%	49.35%	12.99%	3.90%	1.30%	100.0%

Statement 2: “Using GALILEO databases saved me time”—Responses by User Type



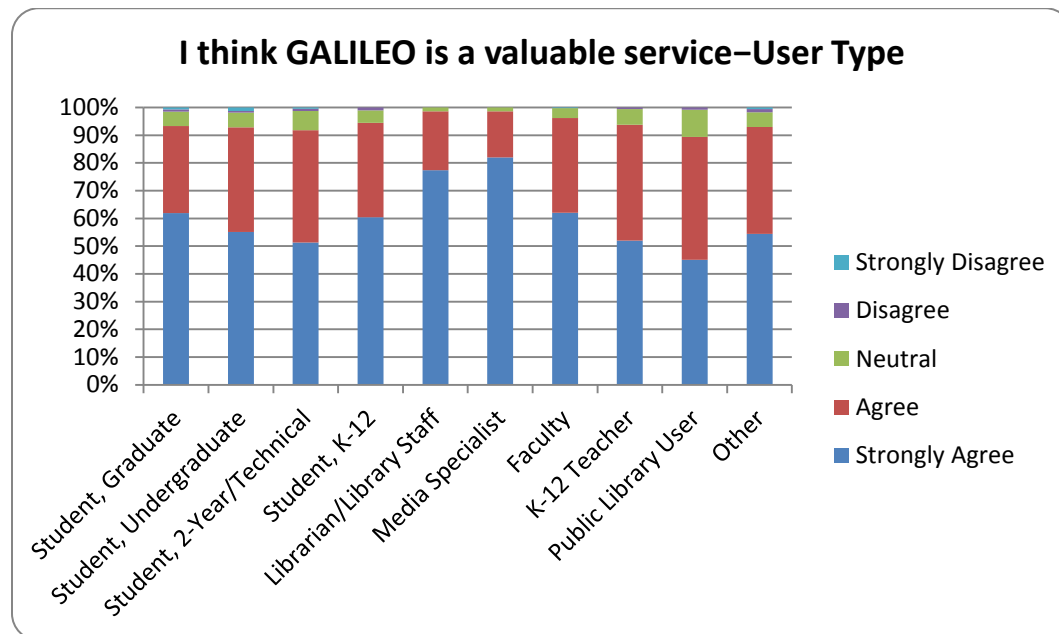
User Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Student, Graduate	199	182	57	15	7	460
	43.26%	39.57%	12.39%	3.26%	1.52%	100.0%
Student, Undergraduate	604	645	197	56	24	1526
	39.58%	42.27%	12.91%	3.67%	1.57%	100.0%
Student, 2-Year, Tech	298	356	117	29	7	807
	36.93%	44.11%	14.50%	3.59%	0.87%	100.0%
Student, K-12	92	71	23	9	2	197
	46.70%	36.04%	11.68%	4.57%	1.02%	100.0%
Librarian, Library Staff	153	173	32	8	0	366
	41.80%	47.27%	8.74%	2.19%	0.00%	100.0%
Media Specialist	136	114	19	7	1	277
	49.10%	41.16%	6.86%	2.53%	0.36%	100.0%
Faculty	160	191	61	10	0	422
	37.91%	45.26%	14.45%	2.37%	0.00%	100.0%
K-12 Teacher	171	257	77	7	0	512
	33.40%	50.20%	15.04%	1.37%	0.00%	100.0%
Public Library User	73	110	55	7	1	246
	29.67%	44.72%	22.36%	2.85%	0.41%	100.0%
Other	55	87	25	1	1	169
	32.54%	51.48%	14.79%	0.59%	0.59%	100.0%

Statement 2: “Using GALILEO databases saved me time”—Responses by Institution Type



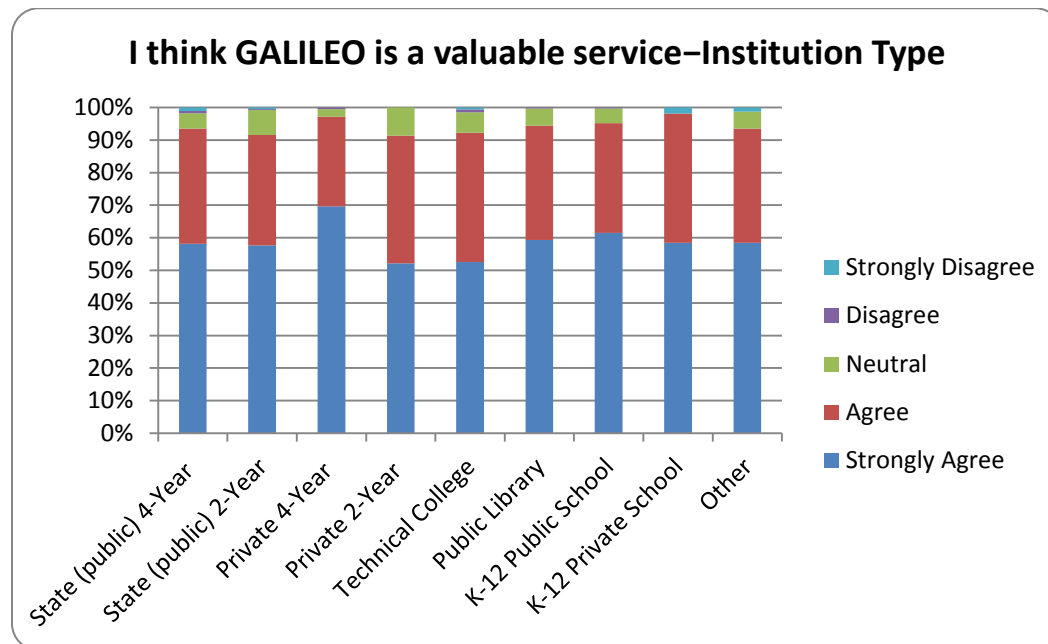
Institution Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
State 4-Year College/Univ	518	808	201	78	25	1630
	39.14%	42.21%	13.74%	3.56%	1.35%	100.0%
State 2-Year College/Univ	153	168	47	20	4	392
	42.86%	39.29%	12.24%	3.83%	1.79%	100.0%
Private 4-Year College/Univ	87	100	19	5	0	211
	44.55%	42.65%	10.90%	1.90%	0.00%	100.0%
Private 2-Year College/Univ	7	13	3	0	0	23
	21.74%	69.57%	8.70%	0.00%	0.00%	100.0%
Technical College	437	490	100	43	14	1084
	37.82%	44.46%	13.84%	3.14%	0.74%	100.0%
Public Library	82	187	39	11	1	320
	33.13%	48.13%	15.63%	2.81%	0.31%	100.0%
K-12 Public School	438	601	109	38	4	1190
	40.17%	45.21%	12.18%	2.27%	0.17%	100.0%
K-12 Private School	22	28	0	2	1	53
	35.85%	49.06%	13.21%	1.89%	0.00%	100.0%
Other	25	38	10	3	1	77
	32.47%	45.45%	18.18%	1.30%	2.60%	100.0%

Statement 3: “I think GALILEO is a valuable service”—Responses by User Type



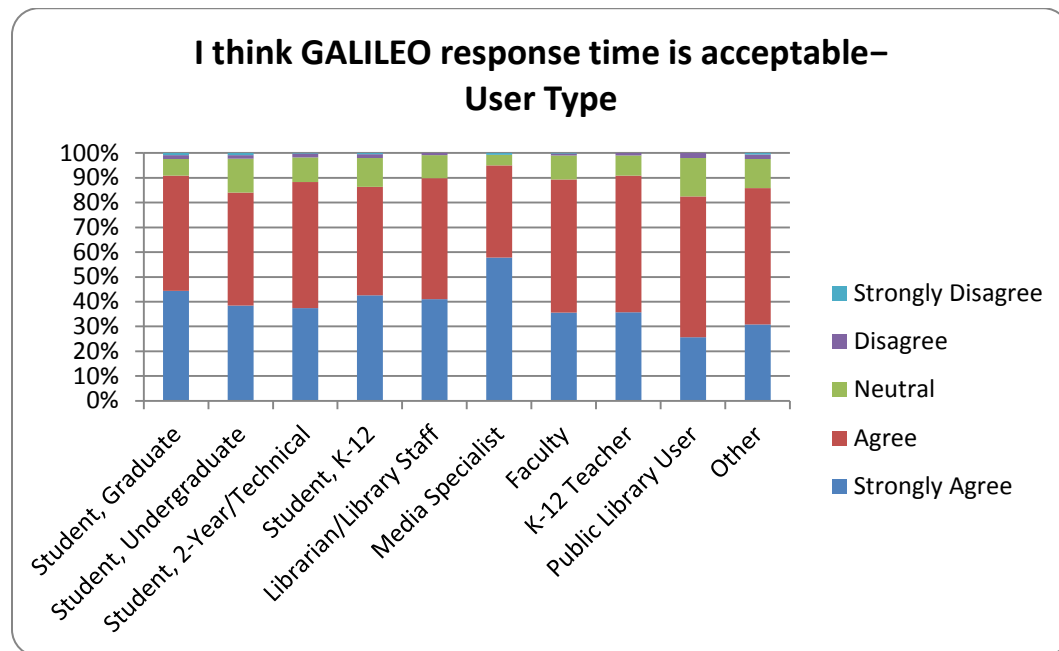
User Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Student, Graduate	285	144	24	4	3	460
	61.96%	31.30%	5.22%	0.87%	0.65%	100.0%
Student, Undergraduate	841	575	81	9	20	1526
	55.11%	37.68%	5.31%	0.59%	1.31%	100.0%
Student, 2-Year, Tech	414	327	56	6	4	807
	51.30%	40.52%	6.94%	0.74%	0.50%	100.0%
Student, K-12	119	67	9	2	0	197
	60.41%	34.01%	4.57%	1.02%	0.00%	100.0%
Librarian, Library Staff	283	78	5	0	0	366
	77.32%	21.31%	1.37%	0.00%	0.00%	100.0%
Media Specialist	227	46	4	0	0	277
	81.95%	16.61%	1.44%	0.00%	0.00%	100.0%
Faculty	262	144	15	0	1	422
	62.09%	34.12%	3.55%	0.00%	0.24%	100.0%
K-12 Teacher	266	214	29	3	0	512
	51.95%	41.80%	5.66%	0.59%	0.00%	100.0%
Public Library User	111	109	24	2	0	246
	45.12%	44.31%	9.76%	0.81%	0.00%	100.0%
Other	92	65	9	2	1	169
	54.44%	38.46%	5.33%	1.18%	0.59%	100.0%

Statement 3: “I think GALILEO is a valuable service”—Responses by Institution Type



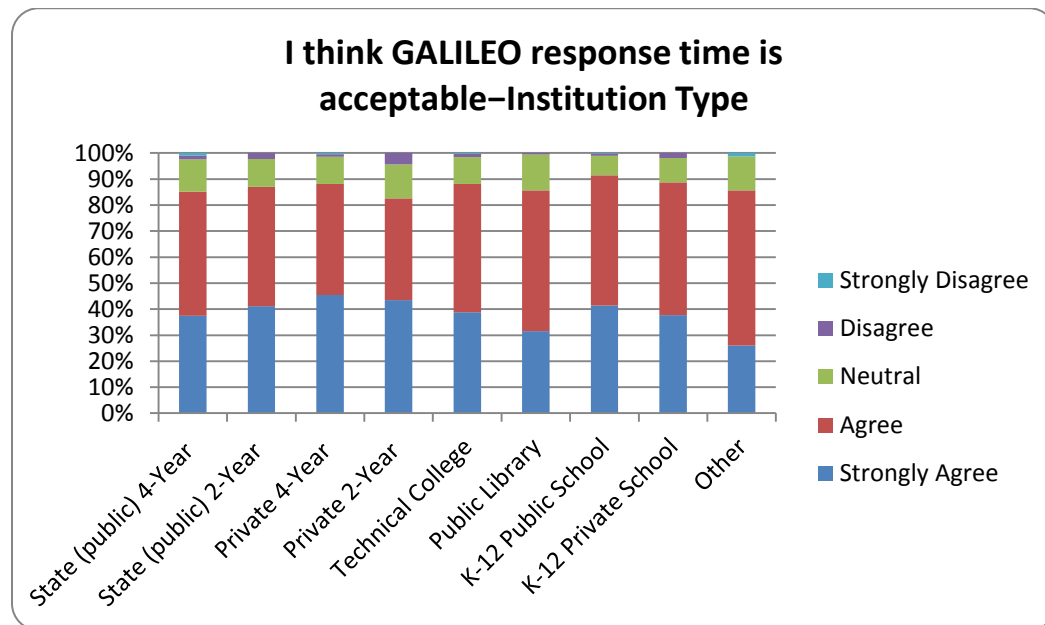
Institution Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
State 4-Year College/Univ	948	576	77	11	18	1630
	58.16%	35.34%	4.72%	0.67%	1.10%	100.0%
State 2-Year College/Univ	226	133	30	1	2	392
	57.65%	33.93%	7.65%	0.26%	0.51%	100.0%
Private 4-Year College/Univ	147	58	5	1	0	211
	69.67%	27.49%	2.37%	0.47%	0.00%	100.0%
Private 2-Year College/Univ	12	9	2	0	0	23
	52.17%	39.13%	8.70%	0.00%	0.00%	100.0%
Technical College	570	430	68	10	6	1084
	52.58%	39.67%	6.27%	0.92%	0.55%	100.0%
Public Library	190	112	17	1	0	320
	59.38%	35.00%	5.31%	0.31%	0.00%	100.0%
K-12 Public School	732	401	53	4	0	1190
	61.51%	33.70%	4.45%	0.34%	0.00%	100.0%
K-12 Private School	31	21	0	0	1	53
	58.49%	39.62%	0.00%	0.00%	1.89%	100.0%
Other	45	27	4	0	1	77
	58.44%	35.06%	5.19%	0.00%	1.30%	100.0%

Statement 4: “I think GALILEO response time is acceptable”—Responses by User Type



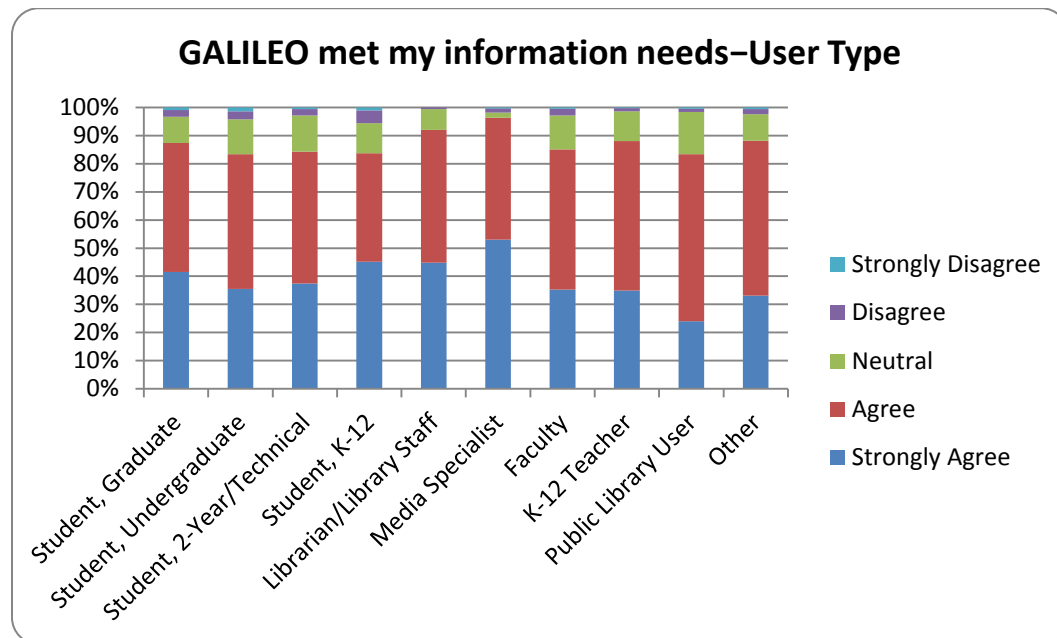
User Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Student, Graduate	204	214	31	7	4	460
	44.35%	46.52%	6.74%	1.52%	0.87%	100.0%
Student, Undergraduate	586	696	209	21	14	1526
	38.40%	45.61%	13.70%	1.38%	0.92%	100.0%
Student, 2-Year, Tech	302	411	80	12	2	807
	37.42%	50.93%	9.91%	1.49%	0.25%	100.0%
Student, K-12	84	86	23	3	1	197
	42.64%	43.65%	11.68%	1.52%	0.51%	100.0%
Librarian, Library Staff	150	179	34	3	0	366
	40.98%	48.91%	9.29%	0.82%	0.00%	100.0%
Media Specialist	160	103	12	0	2	277
	57.76%	37.18%	4.33%	0.00%	0.72%	100.0%
Faculty	150	227	41	3	1	422
	35.55%	53.79%	9.72%	0.71%	0.24%	100.0%
K-12 Teacher	183	282	42	5	0	512
	35.74%	55.08%	8.20%	0.98%	0.00%	100.0%
Public Library User	63	140	38	5	0	246
	25.61%	56.91%	15.45%	2.03%	0.00%	100.0%
Other	52	93	20	3	1	169
	30.77%	55.03%	11.83%	1.78%	0.59%	100.0%

Statement 4: “I think GALILEO response time is acceptable”—Responses by Institution Type



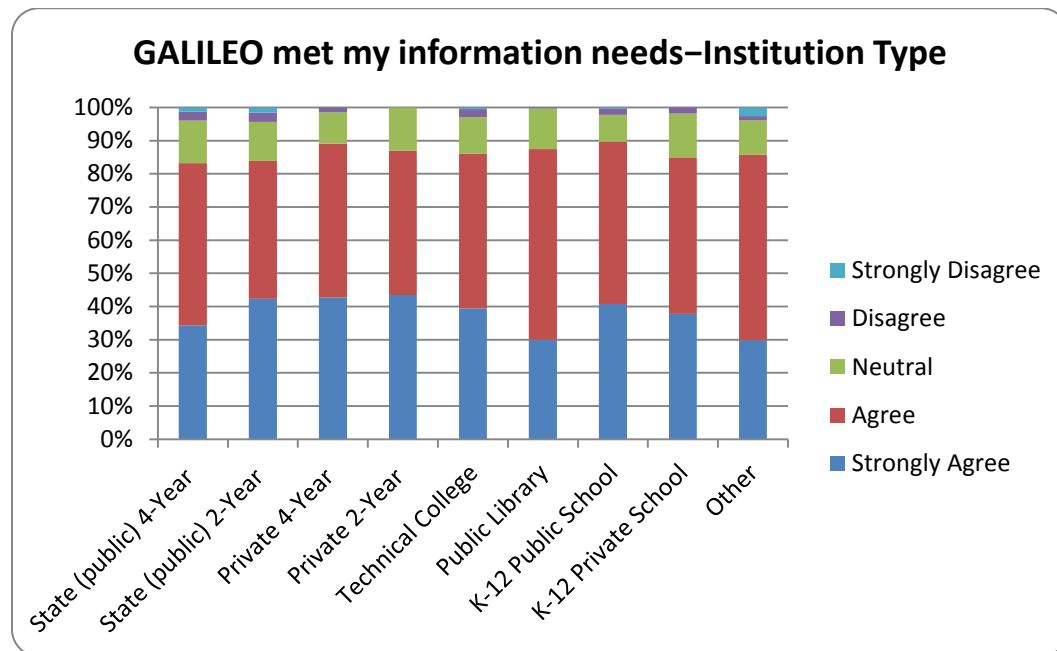
Institution Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
State 4-Year College/Univ	611	778	201	24	16	1630
	37.48%	47.73%	12.33%	1.47%	0.98%	100.0%
State 2-Year College/Univ	161	180	42	9	0	392
	41.07%	45.92%	10.71%	2.30%	0.00%	100.0%
Private 4-Year College/Univ	96	90	22	2	1	211
	45.50%	42.65%	10.43%	0.95%	0.47%	100.0%
Private 2-Year College/Univ	10	9	3	1	0	23
	43.48%	39.13%	13.04%	4.35%	0.00%	100.0%
Technical College	420	535	112	14	3	1084
	38.75%	49.35%	10.33%	1.29%	0.28%	100.0%
Public Library	101	173	44	2	0	320
	31.56%	54.06%	13.75%	0.63%	0.00%	100.0%
K-12 Public School	492	596	90	9	3	1190
	41.34%	50.08%	7.56%	0.76%	0.25%	100.0%
K-12 Private School	20	27	5	1	0	53
	37.74%	50.94%	9.43%	1.89%	0.00%	100.0%
Other	20	46	10	0	1	77
	25.97%	59.74%	12.99%	0.00%	1.30%	100.0%

Statement 5: “GALILEO met my information needs”—Responses by User Type



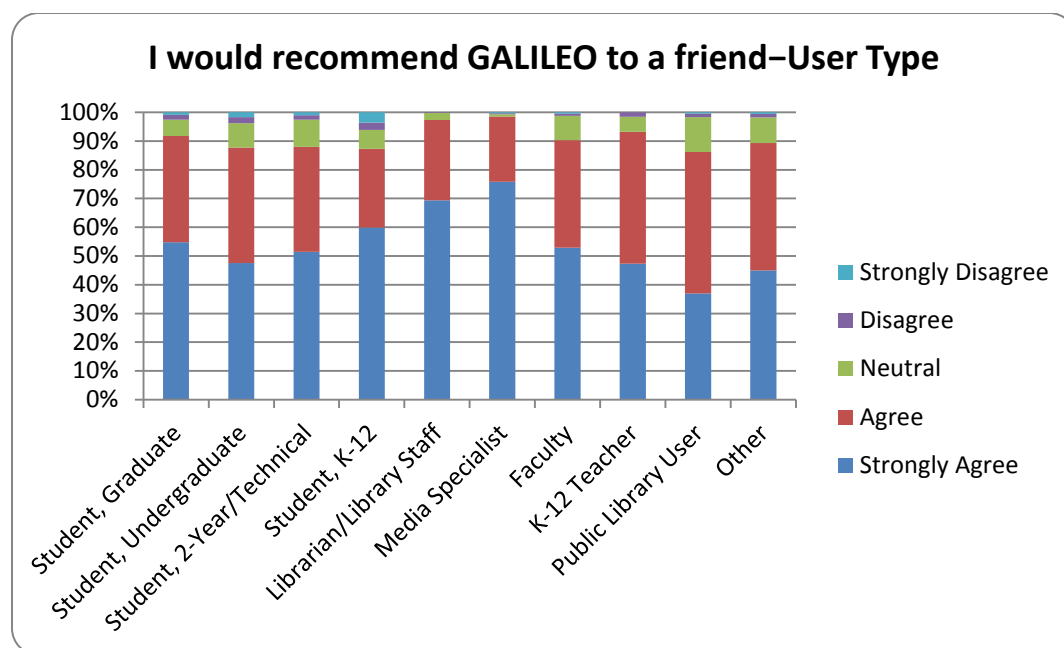
User Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Student, Graduate	191	211	43	11	4	460
	41.52%	45.87%	9.35%	2.39%	0.87%	100.0%
Student, Undergraduate	542	730	190	43	21	1526
	35.52%	47.84%	12.45%	2.82%	1.38%	100.0%
Student, 2-Year, Tech	302	378	104	18	5	807
	37.42%	46.84%	12.89%	2.23%	0.62%	100.0%
Student, K-12	89	76	21	9	2	197
	45.18%	38.58%	10.66%	4.57%	1.02%	100.0%
Librarian, Library Staff	164	173	27	2	0	366
	44.81%	47.27%	7.38%	0.55%	0.00%	100.0%
Media Specialist	147	120	5	4	1	277
	53.07%	43.32%	1.81%	1.44%	0.36%	100.0%
Faculty	149	210	51	10	2	422
	35.31%	49.76%	12.09%	2.37%	0.47%	100.0%
K-12 Teacher	179	272	54	6	1	512
	34.96%	53.13%	10.55%	1.17%	0.20%	100.0%
Public Library User	59	146	37	3	1	246
	23.98%	59.35%	15.04%	1.22%	0.41%	100.0%
Other	56	93	16	3	1	169
	33.14%	55.03%	9.47%	1.78%	0.59%	100.0%

Statement 5: “GALILEO met my information needs”—Responses by Institution Type



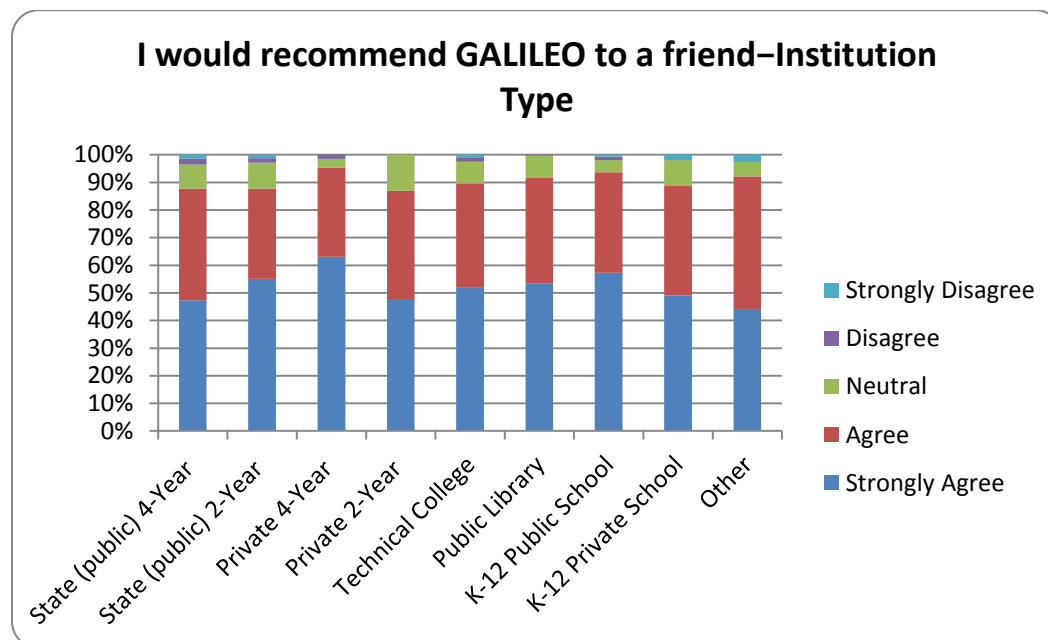
Institution Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
State 4-Year College/Univ	560	797	208	45	20	1630
	34.36%	48.90%	12.76%	2.76%	1.23%	100.0%
State 2-Year College/Univ	166	163	46	11	6	392
	42.35%	41.58%	11.73%	2.81%	1.53%	100.0%
Private 4-Year College/Univ	90	98	20	3	0	211
	42.65%	46.45%	9.48%	1.42%	0.00%	100.0%
Private 2-Year College/Univ	10	10	3	0	0	23
	43.48%	43.48%	13.04%	0.00%	0.00%	100.0%
Technical College	427	506	120	26	5	1084
	39.39%	46.68%	11.07%	2.40%	0.46%	100.0%
Public Library	96	184	39	1	0	320
	30.00%	57.50%	12.19%	0.31%	0.00%	100.0%
K-12 Public School	485	582	97	22	4	1190
	40.76%	48.91%	8.15%	1.85%	0.34%	100.0%
K-12 Private School	20	25	7	1	0	53
	37.74%	47.17%	13.21%	1.89%	0.00%	100.0%
Other	23	43	8	1	2	77
	29.87%	55.84%	10.39%	1.30%	2.60%	100.0%

Statement 6: “I would recommend GALILEO to a friend”—Responses by User Type



User Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Student, Graduate	252 54.78%	170 36.96%	26 5.65%	8 1.74%	4 0.87%	460 100.0%
Student, Undergraduate	726 47.58%	613 40.17%	129 8.45%	33 2.16%	25 1.64%	1526 100.0%
Student, 2-Year, Tech	415 51.43%	295 36.56%	76 9.42%	13 1.61%	8 0.99%	807 100.0%
Student, K-12	118 59.90%	54 27.41%	13 6.60%	5 2.54%	7 3.55%	197 100.0%
Librarian, Library Staff	254 69.40%	102 27.87%	9 2.46%	1 0.27%	0 0.00%	366 100.0%
Media Specialist	210 75.81%	63 22.74%	2 0.72%	1 0.36%	1 0.36%	277 100.0%
Faculty	223 52.84%	158 37.44%	36 8.53%	3 0.71%	2 0.47%	422 100.0%
K-12 Teacher	242 47.27%	235 45.90%	27 5.27%	8 1.56%	0 0.00%	512 100.0%
Public Library User	91 36.99%	121 49.19%	30 12.20%	3 1.22%	1 0.41%	246 100.0%
Other	76 44.97%	75 44.38%	15 8.88%	2 1.18%	1 0.59%	169 100.0%

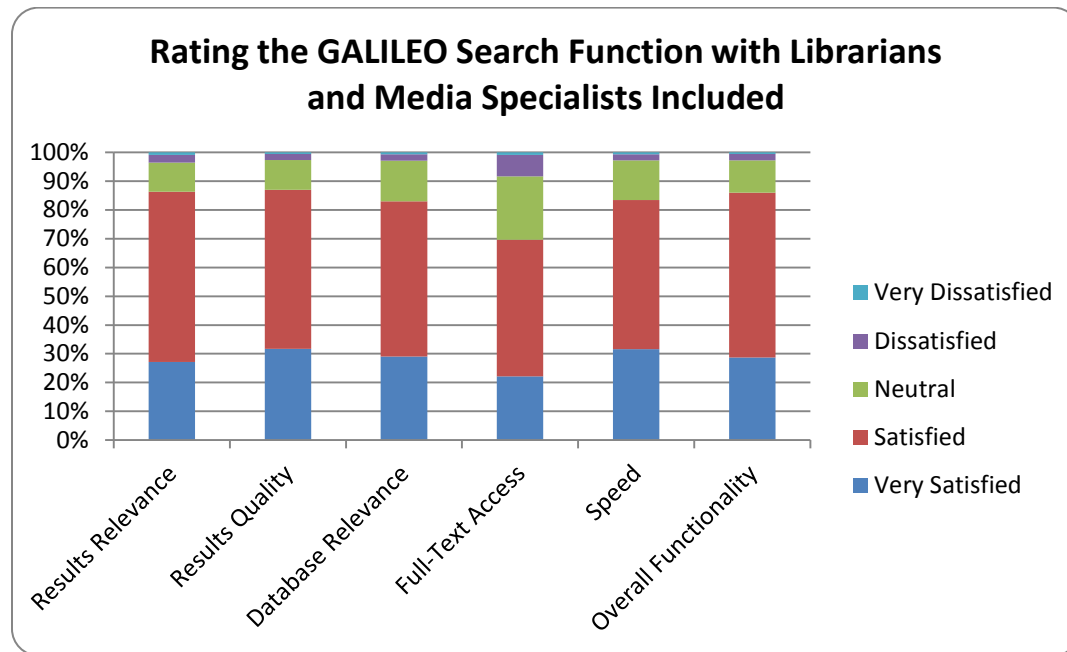
Statement 6: “I would recommend GALILEO to a friend”—Responses by Institution Type



Institution Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
State 4-Year College/Univ	771	660	142	35	22	1630
	47.30%	40.49%	8.71%	2.15%	1.35%	100.0%
State 2-Year College/Univ	216	128	37	6	5	392
	55.10%	32.65%	9.44%	1.53%	1.28%	100.0%
Private 4-Year College/Univ	133	68	7	3	0	211
	63.03%	32.23%	3.32%	1.42%	0.00%	100.0%
Private 2-Year College/Univ	11	9	3	0	0	23
	47.83%	39.13%	13.04%	0.00%	0.00%	100.0%
Technical College	562	409	86	17	10	1084
	51.85%	37.73%	7.93%	1.57%	0.92%	100.0%
Public Library	171	122	26	1	0	320
	53.44%	38.13%	8.13%	0.31%	0.00%	100.0%
K-12 Public School	682	433	52	15	8	1190
	57.31%	36.39%	4.37%	1.26%	0.67%	100.0%
K-12 Private School	26	21	5	0	1	53
	49.06%	39.62%	9.43%	0.00%	1.89%	100.0%
Other	34	37	4	0	2	77
	44.16%	48.05%	5.19%	0.00%	2.60%	100.0%

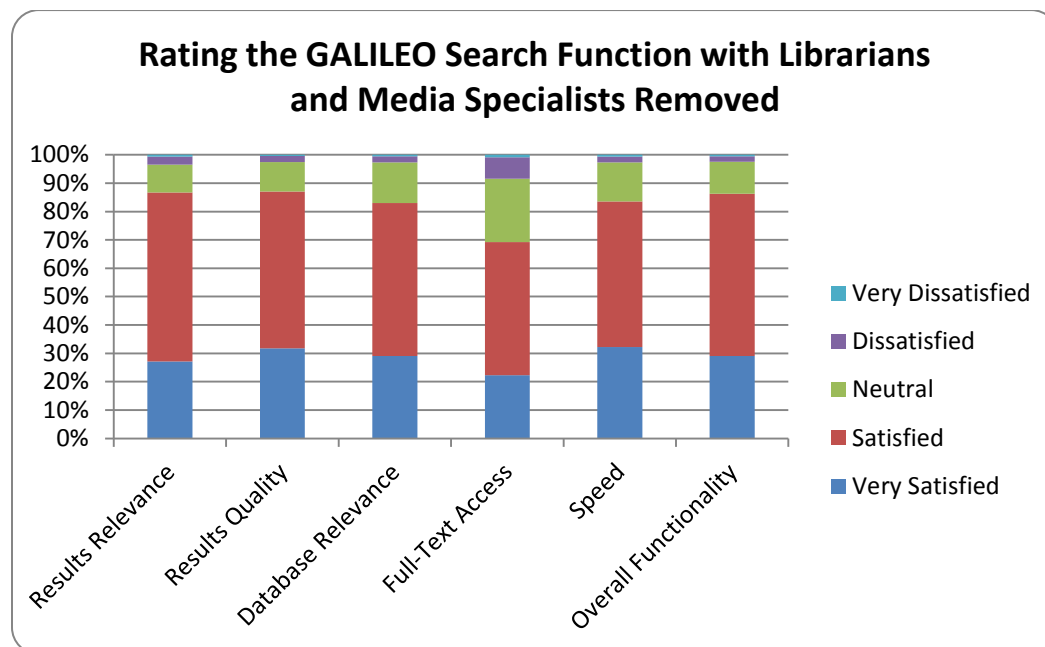
V. Rating the GALILEO Search Function

Please rate your satisfaction with the GALILEO search function (includes librarians and media specialists)



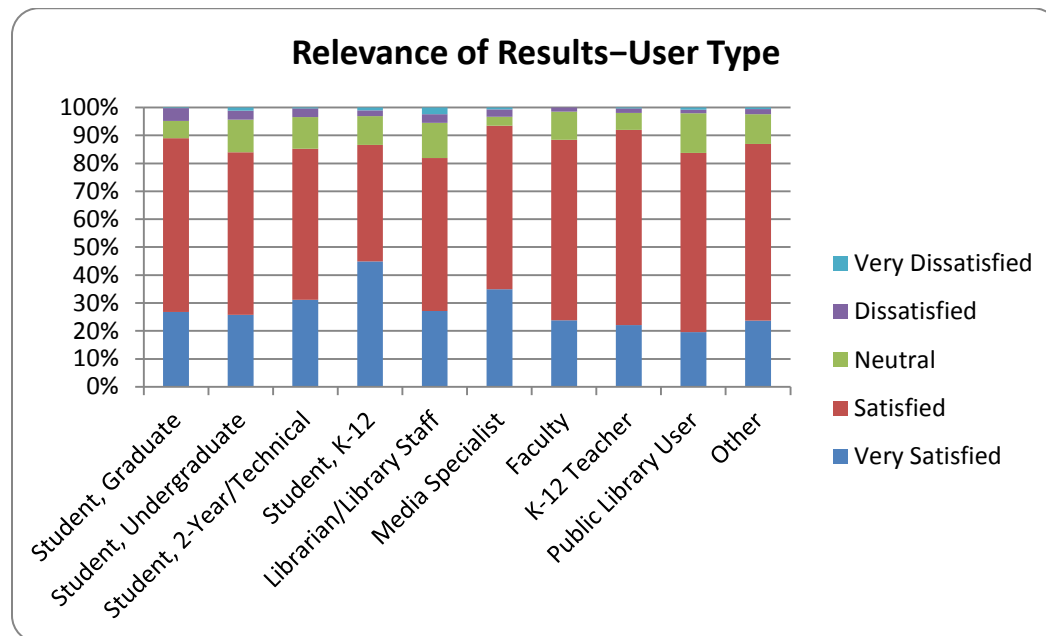
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
Results Relevance	1340	2923	494	136	40	4933
	27.14%	59.27%	10.05%	2.74%	0.81%	100.0%
Results Quality	1554	2712	508	102	25	4901
	31.69%	55.34%	10.38%	2.08%	0.51%	100.0%
Relevance of Databases Included	1425	2649	690	109	30	4903
	29.08%	53.97%	14.11%	2.23%	0.61%	100.0%
Full-Text Access	1089	2344	1085	369	40	4927
	22.11%	47.55%	22.05%	7.48%	0.81%	100.0%
Speed	1552	2542	677	104	33	4908
	31.58%	51.86%	13.79%	2.10%	0.67%	100.0%
Overall Functionality	1418	2822	555	105	28	4928
	28.71%	57.31%	11.28%	2.13%	0.57%	100.0%

Please rate your satisfaction with the GALILEO search function (does not include librarians and media specialists)



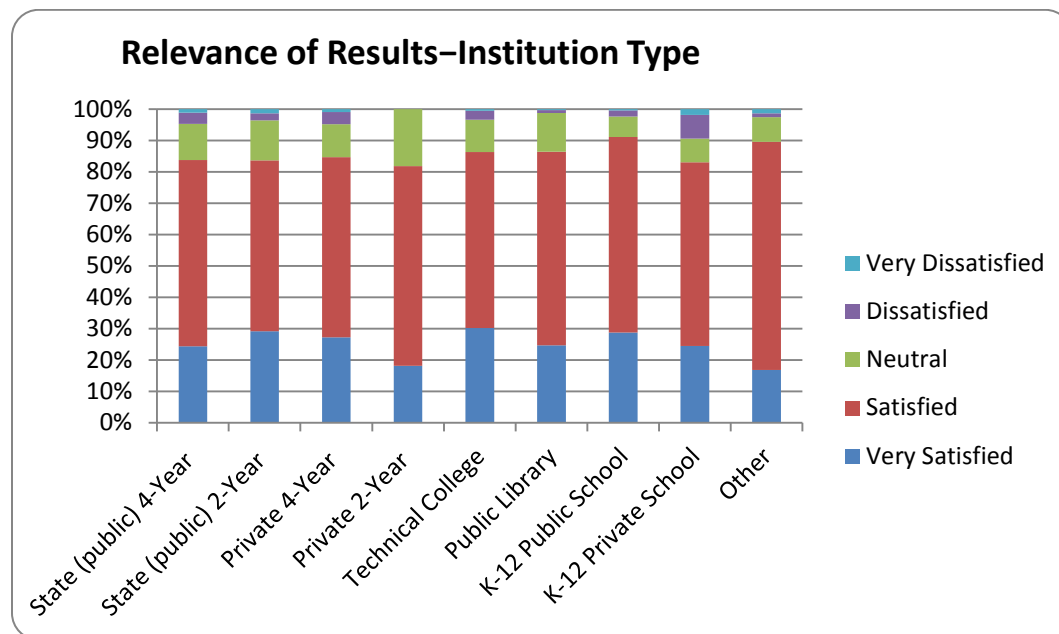
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
Results Relevance	1241 27.17%	2723 59.61%	448 9.81%	125 2.74%	31 0.68%	4568 100.0%
Results Quality	1441 31.75%	2509 55.29%	475 10.47%	94 2.07%	19 0.43%	4538 100.0%
Relevance of Databases Included	1320 29.08%	2449 53.95%	648 14.28%	97 2.14%	25 0.55%	4539 100.0%
Full-Text Access	1018 22.31%	2143 46.98%	1016 22.27%	347 7.61%	38 0.83%	4562 100.0%
Speed	1463 32.18%	2339 51.44%	625 13.75%	92 2.02%	28 0.62%	4547 100.0%
Overall Functionality	1325 29.04%	2613 57.28%	510 11.18%	91 1.99%	23 0.50%	4562 100.0%

GALILEO Search Function 1: Relevance of Results—Responses by User Type



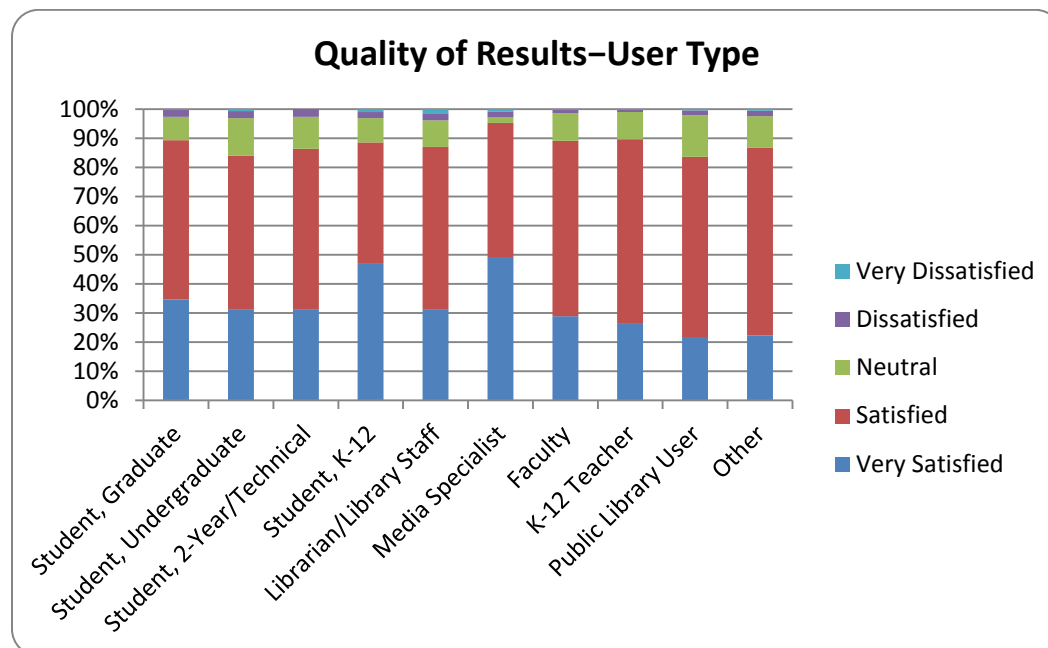
User Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
Student, Graduate	122	284	28	21	1	456
	26.75%	62.28%	6.14%	4.61%	0.22%	100.0%
Student, Undergraduate	391	885	176	49	18	1519
	25.74%	58.26%	11.59%	3.23%	1.18%	100.0%
Student, 2-Year, Tech	247	428	90	24	3	792
	31.19%	54.04%	11.36%	3.03%	0.38%	100.0%
Student, K-12	87	81	20	4	2	194
	44.85%	41.75%	10.31%	2.06%	1.03%	100.0%
Librarian, Library Staff	99	200	46	11	9	365
	27.12%	54.79%	12.60%	3.01%	2.47%	100.0%
Media Specialist	96	161	9	7	2	275
	34.91%	58.55%	3.27%	2.55%	0.73%	100.0%
Faculty	99	268	42	6	0	415
	23.86%	64.58%	10.12%	1.45%	0.00%	100.0%
K-12 Teacher	112	355	31	8	2	508
	22.05%	69.88%	6.10%	1.57%	0.39%	100.0%
Public Library User	47	154	34	3	2	240
	19.58%	64.17%	14.17%	1.25%	0.83%	100.0%
Other	40	107	18	3	1	169
	23.67%	63.31%	10.65%	1.78%	0.59%	100.0%

GALILEO Search Function 1: Relevance of Results—Responses by Institution Type



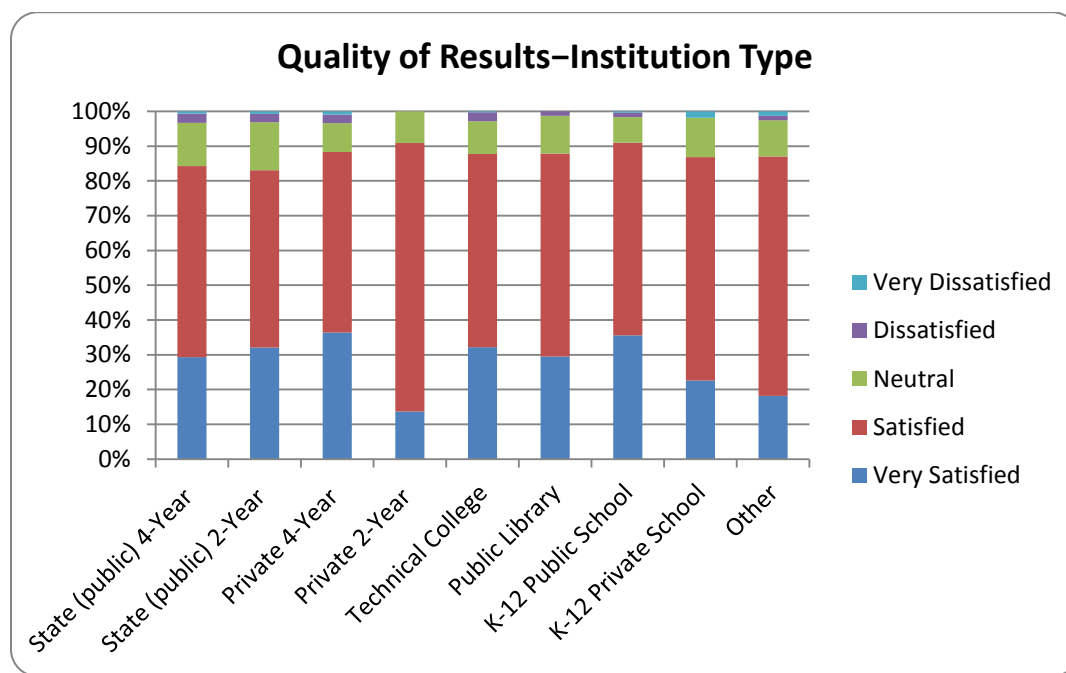
Institution Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
State 4-Year College/Univ	397	966	187	57	19	1626
	24.42%	59.41%	11.50%	3.51%	1.17%	100.0%
State 2-Year College/Univ	113	211	49	9	5	387
	29.20%	54.52%	12.66%	2.33%	1.29%	100.0%
Private 4-Year College/Univ	57	120	22	8	2	209
	27.27%	57.42%	10.53%	3.83%	0.96%	100.0%
Private 2-Year College/Univ	4	14	4	0	0	22
	18.18%	63.64%	18.18%	0.00%	0.00%	100.0%
Technical College	321	597	109	30	6	1063
	30.20%	56.16%	10.25%	2.82%	0.56%	100.0%
Public Library	78	195	39	3	1	316
	24.68%	61.71%	12.34%	0.95%	0.32%	100.0%
K-12 Public School	339	735	76	23	5	1178
	28.78%	62.39%	6.45%	1.95%	0.42%	100.0%
K-12 Private School	13	31	4	4	1	53
	24.53%	58.49%	7.55%	7.55%	1.89%	100.0%
Other	13	56	6	1	1	77
	16.88%	72.73%	7.79%	1.30%	1.30%	100.0%

GALILEO Search Function 2: Quality of Results—Responses by User Type



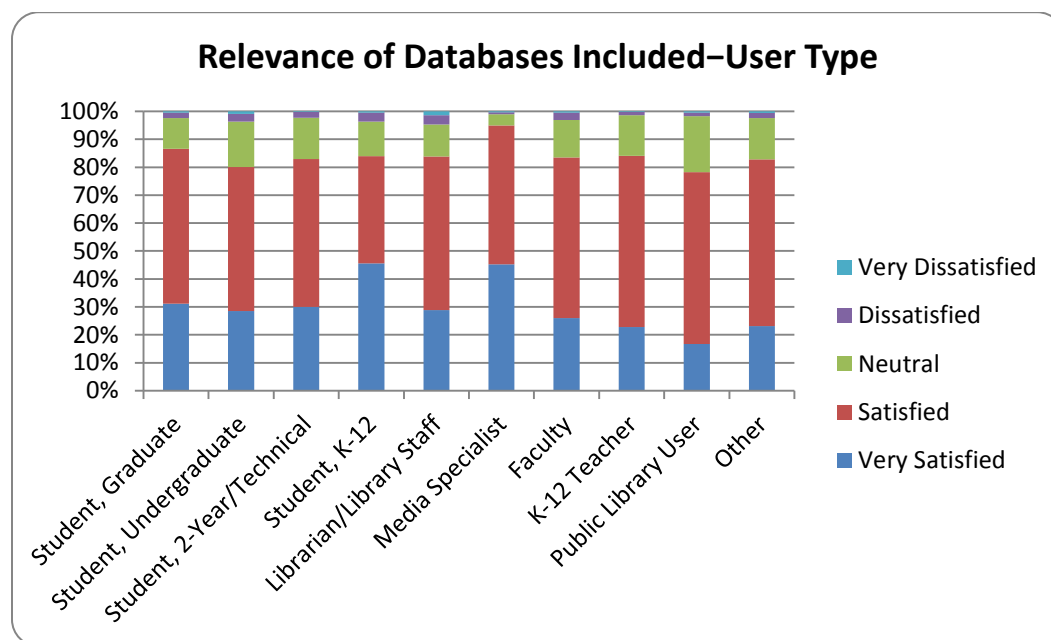
User Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
Student, Graduate	156	246	36	11	1	450
	34.67%	54.67%	8.00%	2.44%	0.22%	100.0%
Student, Undergraduate	470	800	194	36	10	1510
	31.13%	52.98%	12.85%	2.38%	0.66%	100.0%
Student, 2-Year, Tech	249	436	87	21	0	793
	31.40%	54.98%	10.97%	2.65%	0.00%	100.0%
Student, K-12	91	80	16	4	2	193
	47.15%	41.45%	8.29%	2.07%	1.04%	100.0%
Librarian, Library Staff	113	203	33	8	6	363
	31.13%	55.92%	9.09%	2.20%	1.65%	100.0%
Media Specialist	136	127	5	6	2	276
	49.28%	46.01%	1.81%	2.17%	0.72%	100.0%
Faculty	117	244	38	5	1	405
	28.89%	60.25%	9.38%	1.23%	0.25%	100.0%
K-12 Teacher	133	321	47	4	1	506
	26.28%	63.44%	9.29%	0.79%	0.20%	100.0%
Public Library User	52	148	34	4	1	239
	21.76%	61.92%	14.23%	1.67%	0.42%	100.0%
Other	37	107	18	3	1	166
	22.29%	64.46%	10.84%	1.81%	0.60%	100.0%

GALILEO Search Function 2: Quality of Results—Responses by Institution Type



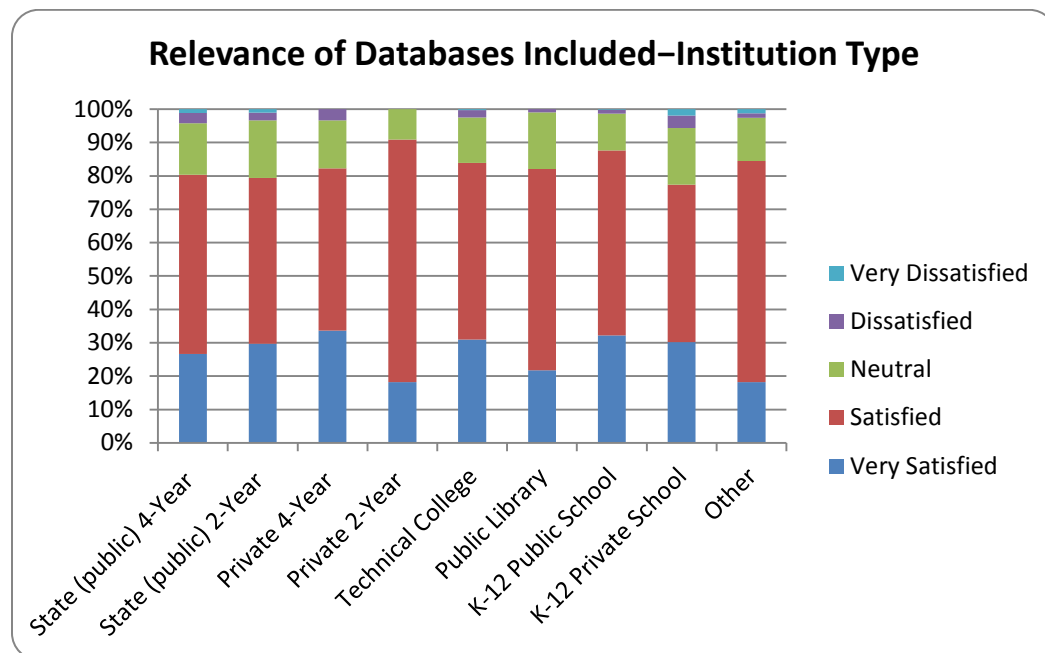
Institution Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
State 4-Year College/Univ	473	884	201	42	11	1611
	29.36%	54.87%	12.48%	2.61%	0.68%	100.0%
State 2-Year College/Univ	123	195	53	9	3	383
	32.11%	50.91%	13.84%	2.35%	0.78%	100.0%
Private 4-Year College/Univ	75	107	17	5	2	206
	36.41%	51.94%	8.25%	2.43%	0.97%	100.0%
Private 2-Year College/Univ	3	17	2	0	0	22
	13.64%	77.27%	9.09%	0.00%	0.00%	100.0%
Technical College	342	591	100	27	3	1063
	32.17%	55.60%	9.41%	2.54%	0.28%	100.0%
Public Library	92	182	34	4	0	312
	29.49%	58.33%	10.90%	1.28%	0.00%	100.0%
K-12 Public School	417	649	87	15	4	1172
	35.58%	55.38%	7.42%	1.28%	0.34%	100.0%
K-12 Private School	12	34	6	0	1	53
	22.64%	64.15%	11.32%	0.00%	1.89%	100.0%
Other	14	53	8	1	1	77
	18.18%	68.83%	10.39%	1.30%	1.30%	100.0%

GALILEO Search Function 3: Relevance of Databases Included—Responses by User Type



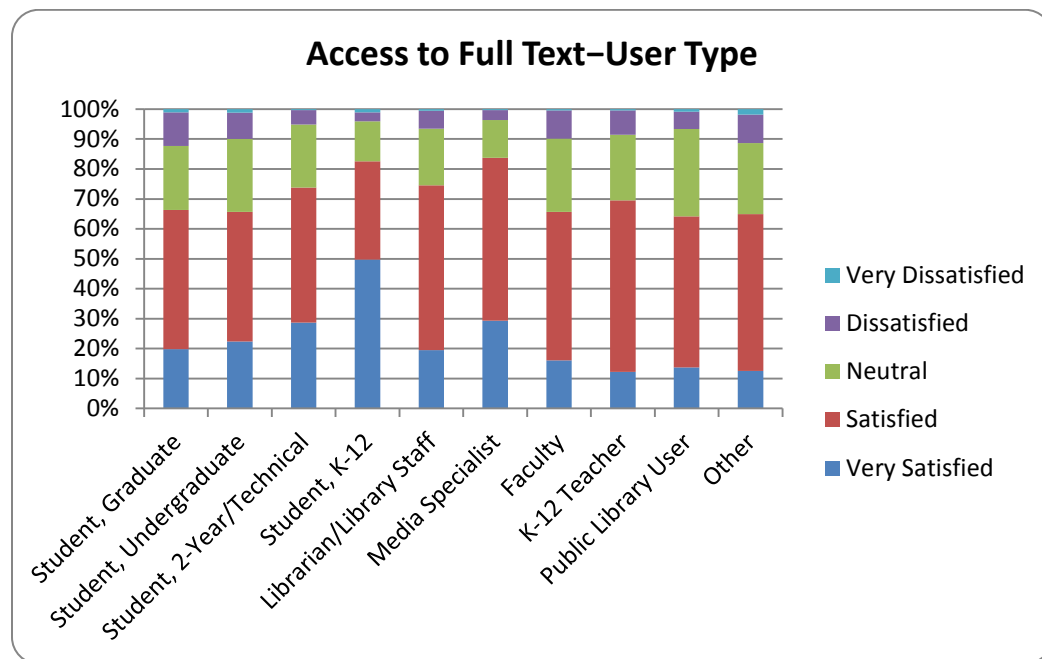
User Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
Student, Graduate	140	249	49	9	2	449
	31.18%	55.46%	10.91%	2.00%	0.45%	100.0%
Student, Undergraduate	429	777	246	41	14	1507
	28.47%	51.56%	16.32%	2.72%	0.93%	100.0%
Student, 2-Year, Tech	237	418	117	16	2	790
	30.00%	52.91%	14.81%	2.03%	0.25%	100.0%
Student, K-12	88	74	24	6	1	193
	45.60%	38.34%	12.44%	3.11%	0.52%	100.0%
Librarian, Library Staff	105	200	42	12	5	364
	28.85%	54.95%	11.54%	3.30%	1.37%	100.0%
Media Specialist	125	137	11	2	1	276
	45.29%	49.64%	3.99%	0.72%	0.36%	100.0%
Faculty	107	237	55	11	2	412
	25.97%	57.52%	13.35%	2.67%	0.49%	100.0%
K-12 Teacher	115	309	73	6	1	504
	22.82%	61.31%	14.48%	1.19%	0.20%	100.0%
Public Library User	40	147	48	3	1	239
	16.74%	61.51%	20.08%	1.26%	0.42%	100.0%
Other	39	101	25	3	1	169
	23.08%	59.76%	14.79%	1.78%	0.59%	100.0%

GALILEO Search Function 3: Relevance of Databases Included—Responses by Institution Type



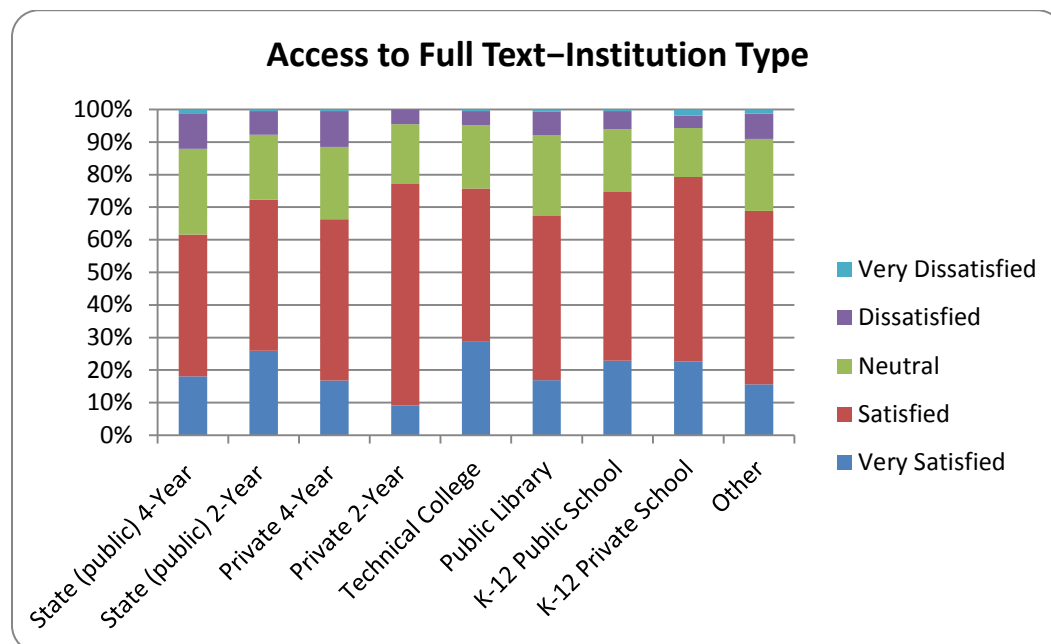
Institution Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
State 4-Year College/Univ	429	863	249	49	19	1609
	26.66%	53.64%	15.48%	3.05%	1.18%	100.0%
State 2-Year College/Univ	114	191	66	9	4	384
	29.69%	49.74%	17.19%	2.34%	1.04%	100.0%
Private 4-Year College/Univ	70	101	30	7	0	208
	33.65%	48.56%	14.42%	3.37%	0.00%	100.0%
Private 2-Year College/Univ	4	16	2	0	0	22
	18.18%	72.73%	9.09%	0.00%	0.00%	100.0%
Technical College	329	561	144	24	3	1061
	31.01%	52.87%	13.57%	2.26%	0.28%	100.0%
Public Library	68	189	53	3	0	313
	21.73%	60.38%	16.93%	0.96%	0.00%	100.0%
K-12 Public School	378	651	129	14	2	1174
	32.20%	55.45%	10.99%	1.19%	0.17%	100.0%
K-12 Private School	16	25	9	2	1	53
	30.19%	47.17%	16.98%	3.77%	1.89%	100.0%
Other	14	51	10	1	1	77
	18.18%	66.23%	12.99%	1.30%	1.30%	100.0%

GALILEO Search Function 4: Access to Full Text—Responses by User Type



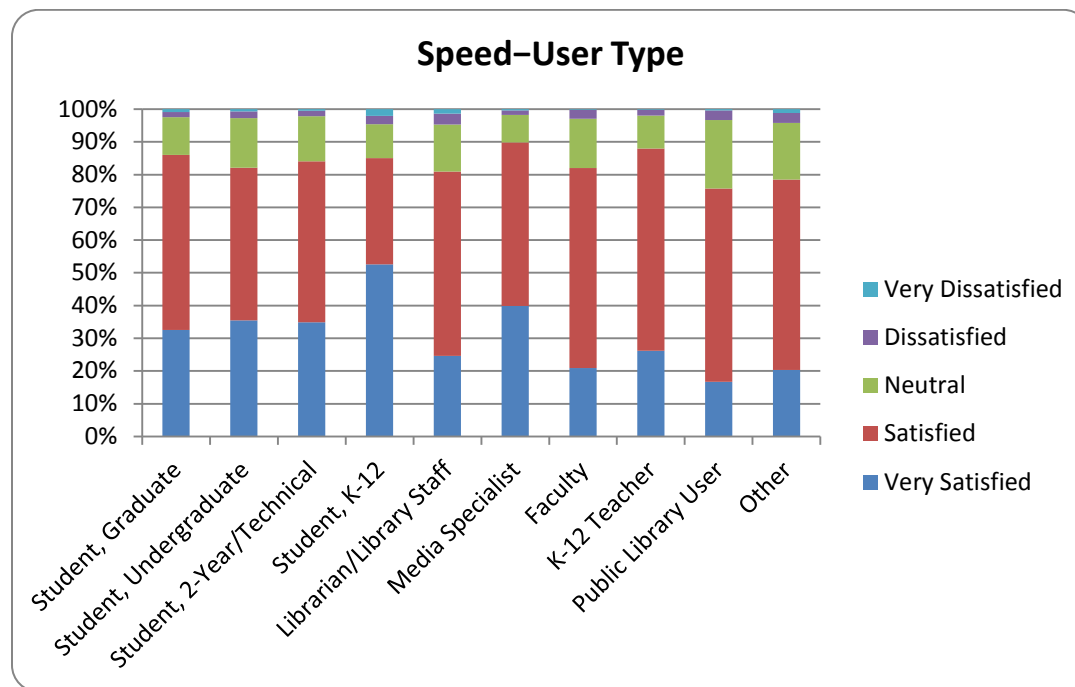
User Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
Student, Graduate	90	212	97	51	5	455
	19.78%	46.59%	21.32%	11.21%	1.10%	100.0%
Student, Undergraduate	339	654	368	133	18	1512
	22.42%	43.25%	24.34%	8.80%	1.19%	100.0%
Student, 2-Year, Tech	228	358	167	38	3	794
	28.72%	45.09%	21.03%	4.79%	0.38%	100.0%
Student, K-12	97	64	26	6	2	195
	49.74%	32.82%	13.33%	3.08%	1.03%	100.0%
Librarian, Library Staff	71	201	69	22	2	365
	19.45%	55.07%	18.90%	6.03%	0.55%	100.0%
Media Specialist	81	150	35	9	1	276
	29.35%	54.35%	12.68%	3.26%	0.36%	100.0%
Faculty	67	207	102	39	2	417
	16.07%	49.64%	24.46%	9.35%	0.48%	100.0%
K-12 Teacher	62	289	111	41	2	505
	12.28%	57.23%	21.98%	8.12%	0.40%	100.0%
Public Library User	33	121	70	14	2	240
	13.75%	50.42%	29.17%	5.83%	0.83%	100.0%
Other	21	88	40	16	3	168
	12.50%	52.38%	23.81%	9.52%	1.79%	100.0%

GALILEO Search Function 4: Access to Full Text—Responses by Institution Type



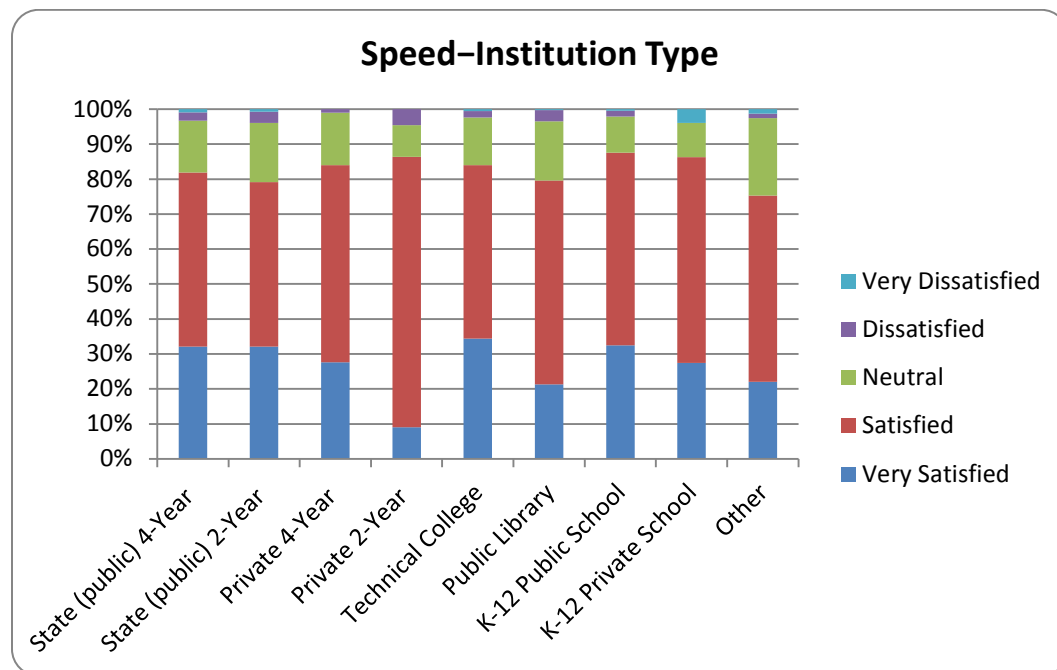
Institution Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
State 4-Year College/Univ	292	704	426	173	23	1618
	18.05%	43.51%	26.33%	10.69%	1.42%	100.0%
State 2-Year College/Univ	100	179	77	28	2	386
	25.91%	46.37%	19.95%	7.25%	0.52%	100.0%
Private 4-Year College/Univ	35	103	46	23	1	208
	16.83%	49.52%	22.12%	11.06%	0.48%	100.0%
Private 2-Year College/Univ	2	15	4	1	0	22
	9.09%	68.18%	18.18%	4.55%	0.00%	100.0%
Technical College	308	501	208	46	5	1068
	28.84%	46.91%	19.48%	4.31%	0.47%	100.0%
Public Library	53	159	77	23	2	314
	16.88%	50.64%	24.52%	7.32%	0.64%	100.0%
K-12 Public School	270	612	225	66	6	1179
	22.90%	51.91%	19.08%	5.60%	0.51%	100.0%
K-12 Private School	12	30	8	2	1	53
	22.64%	56.60%	15.09%	3.77%	1.89%	100.0%
Other	12	41	17	6	1	77
	15.58%	53.25%	22.08%	7.79%	1.30%	100.0%

GALILEO Search Function 5: Speed—Responses by User Type



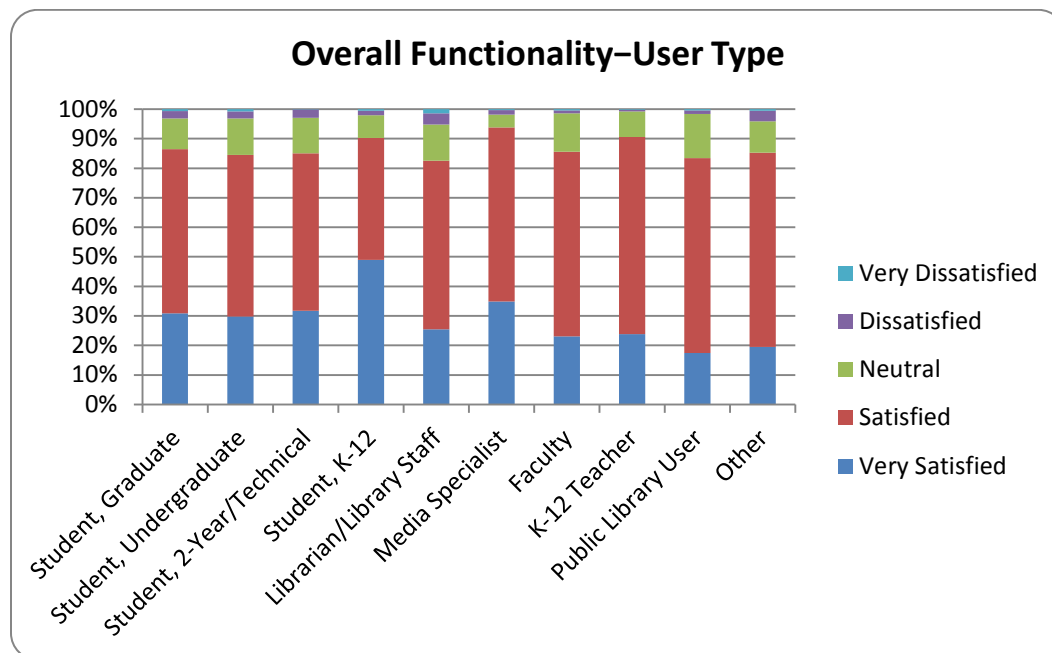
User Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
Student, Graduate	147	242	52	7	4	452
	32.52%	53.54%	11.50%	1.55%	0.88%	100.0%
Student, Undergraduate	534	703	228	31	10	1506
	35.46%	46.68%	15.14%	2.06%	0.66%	100.0%
Student, 2-Year, Tech	277	391	110	13	4	795
	34.84%	49.18%	13.84%	1.64%	0.50%	100.0%
Student, K-12	102	63	20	5	4	194
	52.58%	32.47%	10.31%	2.58%	2.06%	100.0%
Librarian, Library Staff	89	203	52	12	5	361
	24.65%	56.23%	14.40%	3.32%	1.39%	100.0%
Media Specialist	110	138	23	4	1	276
	39.86%	50.00%	8.33%	1.45%	0.36%	100.0%
Faculty	86	251	62	11	1	411
	20.92%	61.07%	15.09%	2.68%	0.24%	100.0%
K-12 Teacher	133	313	51	9	1	507
	26.23%	61.74%	10.06%	1.78%	0.20%	100.0%
Public Library User	40	141	50	7	1	239
	16.74%	59.00%	20.92%	2.93%	0.42%	100.0%
Other	34	97	29	5	2	167
	20.36%	58.08%	17.37%	2.99%	1.20%	100.0%

GALILEO Search Function 5: Speed—Responses by Institution Type



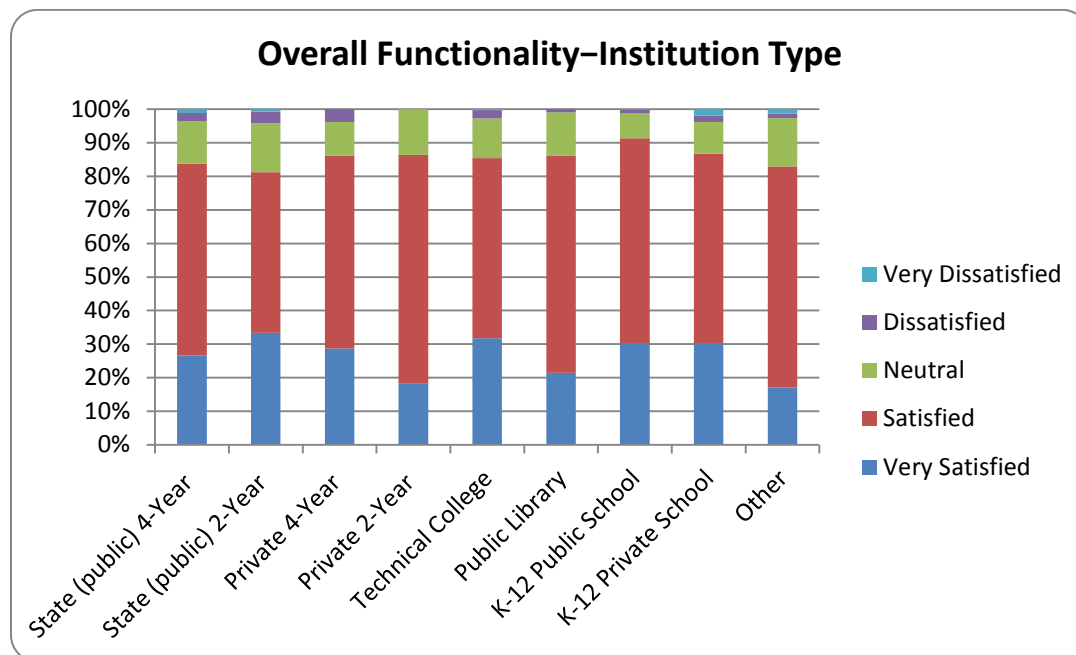
Institution Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
State 4-Year College/Univ	517	801	238	38	15	1609
	32.13%	49.78%	14.79%	2.36%	0.93%	100.0%
State 2-Year College/Univ	123	180	65	12	3	383
	32.11%	47.00%	16.97%	3.13%	0.78%	100.0%
Private 4-Year College/Univ	57	116	31	2	0	206
	27.67%	56.31%	15.05%	0.97%	0.00%	100.0%
Private 2-Year College/Univ	2	17	2	1	0	22
	9.09%	77.27%	9.09%	4.55%	0.00%	100.0%
Technical College	366	528	146	19	6	1065
	34.37%	49.58%	13.71%	1.78%	0.56%	100.0%
Public Library	67	183	53	10	1	314
	21.34%	58.28%	16.88%	3.18%	0.32%	100.0%
K-12 Public School	383	649	122	20	5	1179
	32.49%	55.05%	10.35%	1.70%	0.42%	100.0%
K-12 Private School	14	30	5	0	2	51
	27.45%	58.82%	9.80%	0.00%	3.92%	100.0%
Other	17	41	17	1	1	77
	22.08%	53.25%	22.08%	1.30%	1.30%	100.0%

GALILEO Search Function 6: Overall Functionality—Responses by User Type



User Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
Student, Graduate	139	250	47	11	3	450
	30.89%	55.56%	10.44%	2.44%	0.67%	100.0%
Student, Undergraduate	451	829	188	35	12	1515
	29.77%	54.72%	12.41%	2.31%	0.79%	100.0%
Student, 2-Year, Tech	252	423	96	22	1	794
	31.74%	53.27%	12.09%	2.77%	0.13%	100.0%
Student, K-12	95	80	15	3	1	194
	48.97%	41.24%	7.73%	1.55%	0.52%	100.0%
Librarian, Library Staff	93	209	45	14	5	366
	25.41%	57.10%	12.30%	3.83%	1.37%	100.0%
Media Specialist	96	162	12	4	1	275
	34.91%	58.91%	4.36%	1.45%	0.36%	100.0%
Faculty	96	260	54	4	2	416
	23.08%	62.50%	12.98%	0.96%	0.48%	100.0%
K-12 Teacher	121	339	44	3	1	508
	23.82%	66.73%	8.66%	0.59%	0.20%	100.0%
Public Library User	42	159	36	3	1	241
	17.43%	65.98%	14.94%	1.24%	0.41%	100.0%
Other	33	111	18	6	1	169
	19.53%	65.68%	10.65%	3.55%	0.59%	100.0%

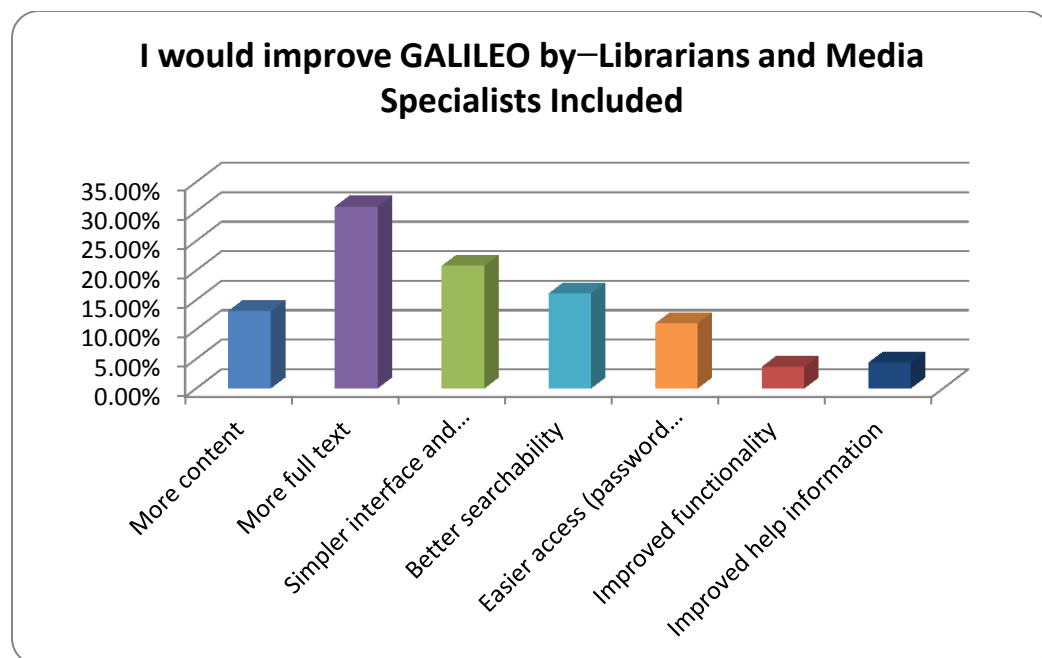
GALILEO Search Function 6: Overall Functionality—Responses by Institution Type



Institution Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
State 4-Year College/Univ	431	925	205	40	18	1619
	26.62%	57.13%	12.66%	2.47%	1.11%	100.0%
State 2-Year College/Univ	128	184	56	13	3	384
	33.33%	47.92%	14.58%	3.39%	0.78%	100.0%
Private 4-Year College/Univ	60	120	21	8	0	209
	28.71%	57.42%	10.05%	3.83%	0.00%	100.0%
Private 2-Year College/Univ	4	15	3	0	0	22
	18.18%	68.18%	13.64%	0.00%	0.00%	100.0%
Technical College	339	572	126	27	3	1067
	31.77%	53.61%	11.81%	2.53%	0.28%	100.0%
Public Library	68	205	41	3	0	317
	21.45%	64.67%	12.93%	0.95%	0.00%	100.0%
K-12 Public School	356	721	88	12	2	1179
	30.20%	61.15%	7.46%	1.02%	0.17%	100.0%
K-12 Private School	16	30	5	1	1	53
	30.19%	56.60%	9.43%	1.89%	1.89%	100.0%
Other	13	50	11	1	1	76
	17.11%	65.79%	14.47%	1.32%	1.32%	100.0%

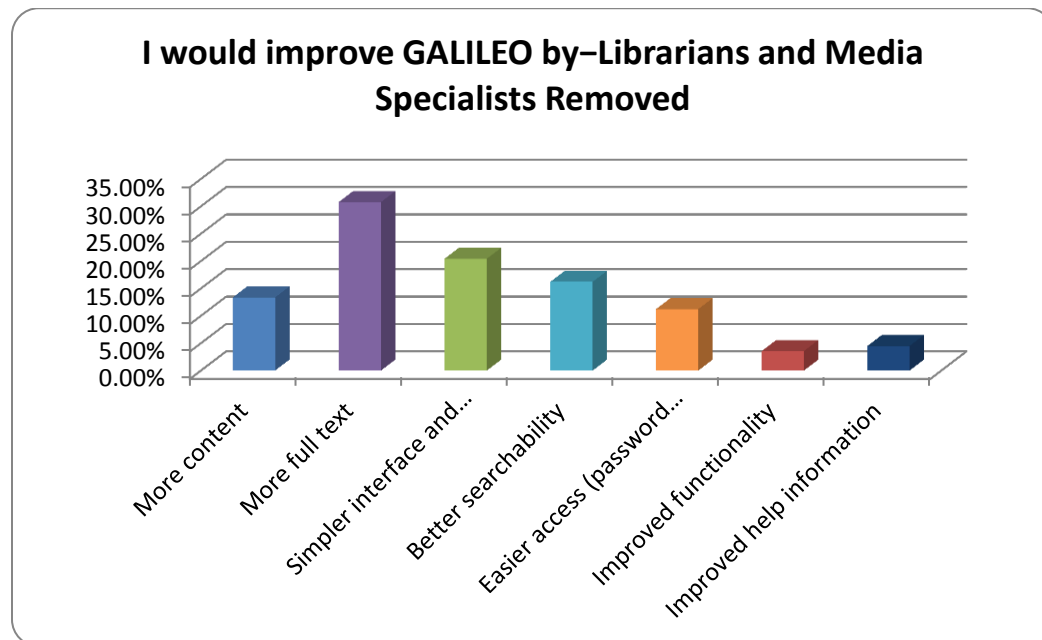
VI. Improve Statement

"I would improve GALILEO by"—Librarians and Media Specialists Included



I would improve GALILEO by (select the single response that best describes the improvement you would like to see):		
More content	649	13.14%
More full text	1523	30.84%
Simpler interface and navigation	1028	20.81%
Better searchability	795	16.10%
Easier access (password access)	545	11.03%
Improved functionality	182	3.68%
Improved help information	217	4.39%
Total	4939	

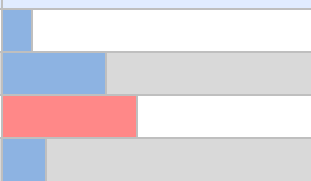
“I would improve GALILEO by”—Librarians and Media Specialists Removed



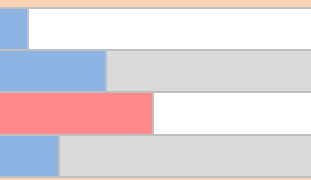
I would improve GALILEO by (select the single response that best describes the improvement you would like to see):		
More content	611	13.35%
More full text	1408	30.76%
Simpler interface and navigation	935	20.42%
Better searchability	742	16.21%
Easier access (password access)	514	11.23%
Improved functionality	163	3.56%
Improved help information	205	4.48%
Total	4578	

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

How often do you use GALILEO? (Librarians and Media Specialists Included)

Response	Chart	Frequency	Count
Daily		8.00%	393
Weekly		30.65%	1505
Monthly		47.30%	2323
First time used		14.05%	690
		Total	4911

How often do you use GALILEO? (Librarians and Media Specialists Removed)

Response	Chart	Frequency	Count
Daily		5.50%	250
Weekly		29.95%	1362
Monthly		49.58%	2255
First time used		14.97%	681
		Total	4548

Frequency of Use—Responses by User Type








User Type		How often do you use GALILEO?				
		Daily	Weekly	Monthly	First Time Used	Total
Student, Graduate		29	185	180	60	454
		6.39%	40.75%	39.65%	13.22%	100.0%
Student, Undergraduate		62	456	791	200	1509
		4.11%	30.22%	52.42%	13.25%	100.0%
Student, 2 yr/Technical		43	224	374	153	794
		5.42%	28.21%	47.10%	19.27%	100.0%
Student, K-12		26	54	71	40	191
		13.61%	28.27%	37.17%	20.94%	100.0%
Librarian/Library Staff		144	144	67	8	363
		39.67%	39.67%	18.46%	2.20%	100.0%
Media Specialist		46	144	81	4	275
		16.73%	52.36%	29.45%	1.45%	100.0%
Faculty		18	103	228	70	419
		4.30%	24.58%	54.42%	16.71%	100.0%
K-12 Teacher		10	119	315	55	499
		2.00%	23.85%	63.13%	11.02%	100.0%
Public library user		7	50	120	63	240
		2.92%	20.83%	50.00%	26.25%	100.0%
Other		9	27	95	36	167
		5.39%	16.17%	56.89%	21.56%	100.0%
Total		394	1506	2322	689	4911
		8.00%	30.65%	47.30%	14.05%	100.0%

Frequency of Use—Responses by Institution Type








Institution Type		How often do you use GALILEO?				
		Daily	Weekly	Monthly	First Time Used	Total
State 4-Year College/Univ		105	470	867	170	1612
		6.51%	29.16%	53.78%	10.55%	100.0%
State 2-Year College/Univ		47	104	175	59	385
		12.21%	27.01%	45.45%	15.32%	100.0%
Private 4-Year College/Univ		23	98	81	9	211
		10.90%	46.45%	38.39%	4.27%	100.0%
Private 2-Year College/Univ		2	10	6	4	22
		9.09%	45.45%	27.27%	18.18%	100.0%
Technical College		73	312	451	232	1068
		6.84%	29.21%	42.23%	21.72%	100.0%
Public Library		48	103	118	48	317
		15.14%	32.49%	37.22%	15.14%	100.0%
K-12 Public School		89	369	572	142	1172
		7.59%	31.48%	48.81%	12.12%	100.0%
K-12 Private School		2	15	26	9	52
		3.85%	28.85%	50.00%	17.31%	100.0%
Other		6	23	29	17	75
		8.00%	30.67%	38.67%	22.67%	100.0%
Total		393	1505	2323	690	4911
		8.00%	30.65%	47.30%	14.05%	100.0%

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

Where did you find out about GALILEO? (Librarians and Media Specialists Included)

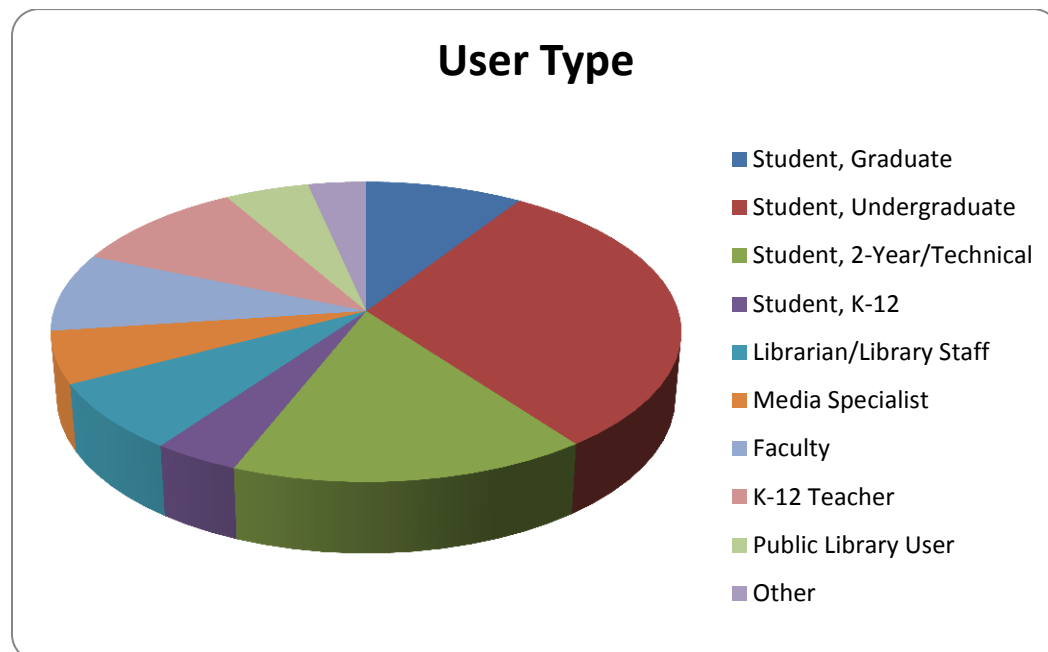
Response	Chart	Frequency	Count
Long-time user		28.51%	1404
Media specialist or librarian		26.09%	1285
Teacher		22.13%	1090
Friend		2.23%	110
Link on my school or library web page		17.24%	849
Conference or workshop		1.93%	95
Other		1.87%	92
		Total	5210

Where did you find out about GALILEO? (Librarians and Media Specialists Removed)

Response	Chart	Frequency	Count
Long-time user		25.23%	1151
Media specialist or librarian		26.90%	1227
Teacher		23.72%	1082
Friend		2.37%	108
Link on my school or library web page		18.13%	827
Conference or workshop		1.73%	79
Other		1.93%	88
		Total	4544

IX: Respondent Demographics

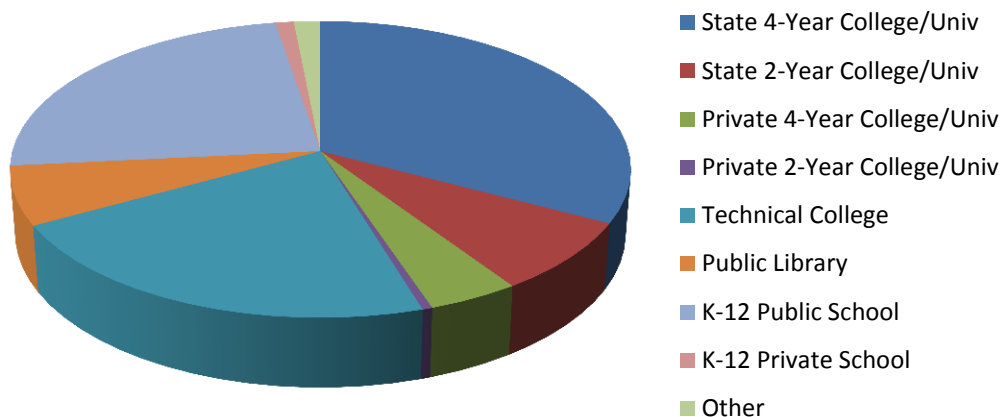
Today, I am using GALILEO as . . .



Today, I am using GALILEO as		
Student, Graduate	457	9.22%
Student, Undergraduate	1516	30.60%
Student, 2-Year/Technical	802	16.19%
Student, K-12	193	3.90%
Librarian/Library Staff	366	7.39%
Media Specialist	277	5.59%
Faculty	420	8.48%
K-12 Teacher	510	10.29%
Public Library User	244	4.93%
Other	169	3.41%
Total	4954	

Please indicate your primary institutional affiliation

Institution Type



Please indicate your primary institution affiliation.		
State (public) 4-Year College/University	1621	32.73%
State (public) 2-Year College/University	387	7.81%
Private 4-Year College/University	211	4.26%
Private 2-Year College/University	23	0.46%
Technical College	1077	21.74%
Public Library	318	6.42%
K-12 Public School	1186	23.95%
K-12 Private School	53	1.07%
Other	77	1.55%
Total	4953	

Appendix A: Survey Instrument

1. Please indicate your opinion about GALILEO.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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- 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) . . .

- More content
- More full text
- Simpler interface and navigation
- Better searchability
- Easier access (password access)
- Improved functionality
- Improved help information

3. Please rate your satisfaction with the GALILEO search function.

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
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- Relevance of results
- Quality of results
- Relevance of databases included
- Access to full text
- Speed
- Overall functionality

4. 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>

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 _____