Measuring GALILEO's Performance
2012 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 2012, 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 12-18, 2012.

The survey included questions that have been asked in previous years. 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 (included 2011-2012)
- 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 3986 completed surveys after removal of incomplete and duplicate surveys, a 22% decrease from last year's total (4978). The large decrease was unexpected, as factors such as the drawing (iPad prize), communication, and the time of year the survey was open were the same as the previous year. This year, the Discover GALILEO contest ran through the month of October and may have had an impact on the survey responses in November. Other factors, such as survey fatigue, may have contributed but are not measurable.

User Types

Of the 3986 respondents, 453 were librarians, library staff, or media specialists, and 3373 were end users (students, faculty or teachers, public library users, or users who identified themselves as "other"). The remaining 160 did not self-identify. The largest number of responses came from undergraduate students (41%), followed by two-year/technical college students (15%).

Institution Types

The highest percentage of responses came from USG four-year institutions (29%), then USG two-year institutions (26%), for a total 55% from USG. K-12 public schools and technical colleges followed at 17% and 16%, respectively.

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 past years, satisfaction levels are high, often with only a slight variance from the previous years. For example, this year 94% agree or strongly agree that GALILEO is a valuable service (same percentage as 2010 and 2011), and 85% found GALILEO easy to use (84% in 2011, 85% 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

A set of questions asking respondents to rate the search/delivery tool in GALILEO has been asked the past two years. In 2011, the tool was a federated search tool powered by 360 Search. In 2012, the tool was Discover GALILEO powered by EBSCO Discovery Service. EDS was implemented on October 1, only a little over a month prior to the survey, so even those

respondents who had used the discovery service had only a short-term experience with it. Satisfaction levels changed little from 2011 to 2012. For example, in 2011, 86% were very satisfied or satisfied with the overall functionality of federated search; in 2012, 84% were very satisfied or satisfied with the overall functionality in Discover GALILEO. As in 2011, access to full text was the aspect with the lowest satisfaction rate at 72%. The same set of questions will be asked in 2013 to continue to track user satisfaction with the search/discovery tool in GALILEO.

"Improve" Responses

Respondents are given multiple choices to answer the question, "I would improve GALILEO." Historically, "more content" and "simpler interface and navigation," very general categories, have been the top concerns. In the 2012 survey, "More full text/content" was the most popular improvement suggested at 42% (44% in 2011). "Simpler interface and navigation" follows at 22% (21% in 2011).

Conclusion

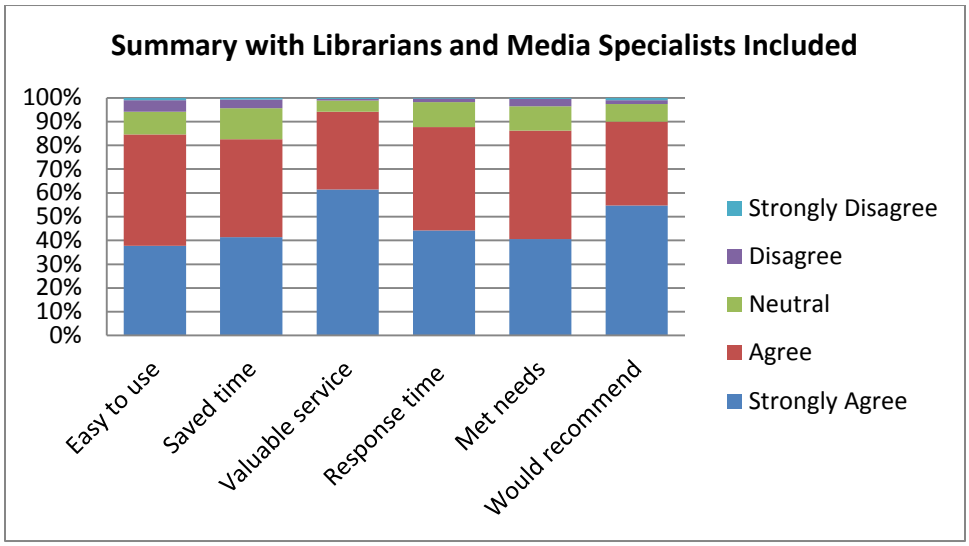
The 2012 annual user survey is a rich source of data on satisfaction levels with GALILEO and of information on user expectations to inform future development. Although satisfaction in the eighty percentile is high, there is room for improvement for almost twenty percent of users.

It is recommended that the 2013 GALILEO Annual User Survey include the traditional satisfaction and improvement questions that have been asked on past surveys, as well as the Search/Discover questions to continue to track user experience and perception of searching across multiple resources.

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.

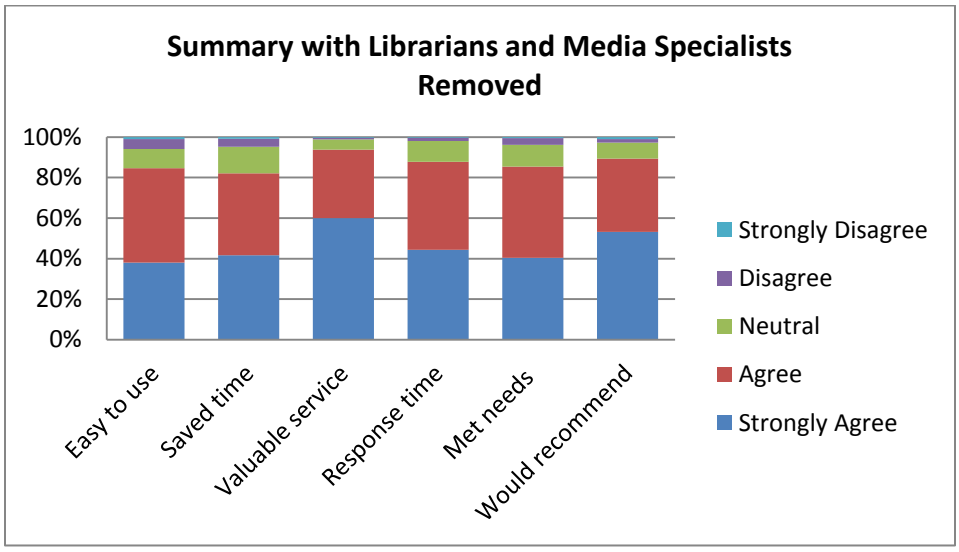
IV. Rating Performance and Value

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	1504 37.73%	1866 46.81%	385 9.66%	191 4.79%	40 1.00%	3986
Using GALILEO databases saved me time	1649 41.37%	1645 41.27%	518 13.00%	143 3.59%	31 0.78%	3986
I think GALILEO is a valuable service	2450 61.47%	1304 32.71%	189 4.74%	27 0.68%	16 0.40%	3986
I think GALILEO response time is acceptable	1761 44.18%	1732 43.45%	422 10.59%	56 1.40%	15 0.38%	3986
GALILEO met my information needs	1619 40.62%	1815 45.53%	411 10.31%	121 3.04%	20 0.50%	3986
I would recommend GALILEO to a friend	2180 54.69%	1405 35.25%	296 7.43%	67 1.68%	38 0.95%	3986

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	1286 38.13%	1568 46.49%	318 9.43%	166 4.92%	35 1.04%	3373
Using GALILEO databases saved me time	1406 41.68%	1365 40.47%	438 12.99%	135 4.00%	29 0.86%	3373
I think GALILEO is a valuable service	2023 59.98%	1143 33.89%	167 4.95%	26 0.77%	14 0.42%	3373
I think GALILEO response time is acceptable	1498 44.41%	1462 43.34%	350 10.38%	50 1.48%	13 0.39%	3373
GALILEO met my information needs	1365 40.47%	1518 45.00%	362 10.73%	109 3.23%	19 0.56%	3373
I would recommend GALILEO to a friend	1793 53.16%	1223 36.26%	263 7.80%	60 1.78%	34 1.01%	3373

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.

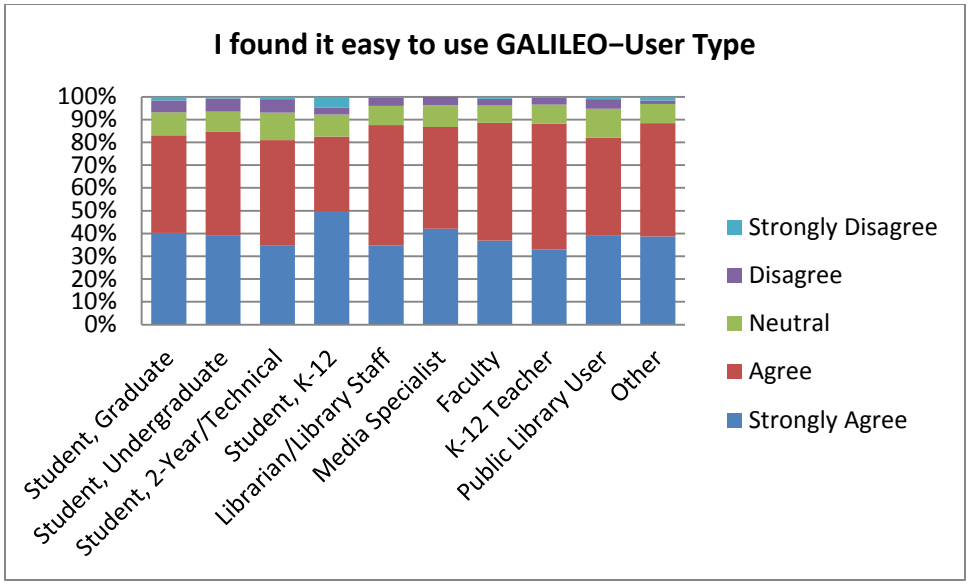
User types

- 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

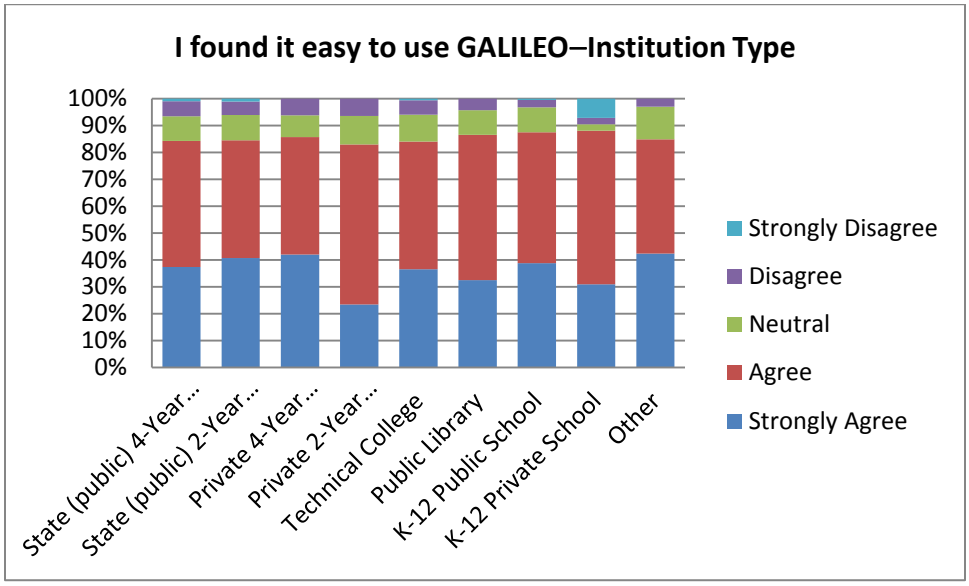
- State (public) 4-year College/University
- State (public) 2-year College/University
- Private 4-year College/University
- Private 2-year College/University
- Technical Institute or College
- Public Library
- K-12 Public School
- K-12 Private School
- Other

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



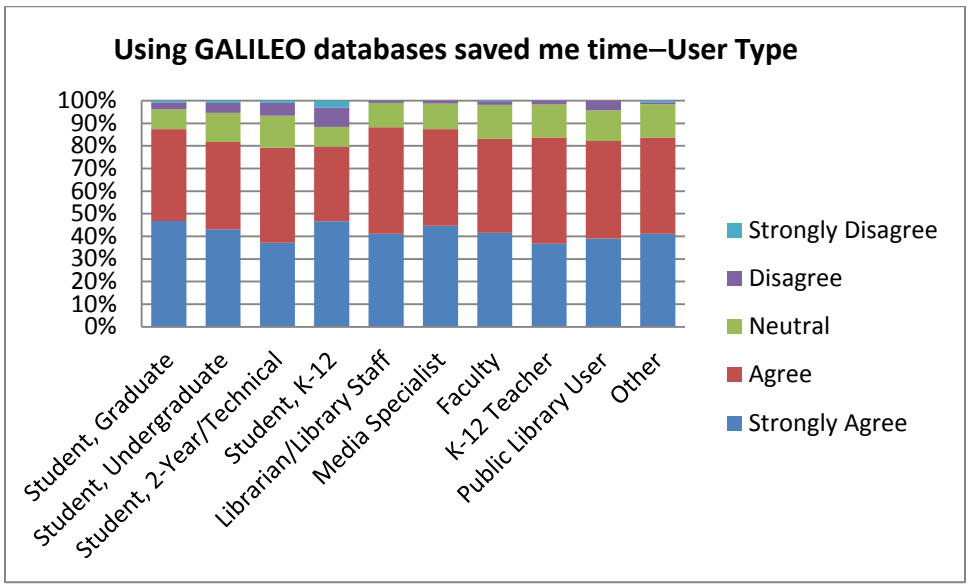
User Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Student, Graduate	124	132	31	16	5	308
	40.26%	42.86%	10.06%	5.19%	1.62%	
Student, Undergraduate	617	713	137	90	12	1569
	39.32%	45.44%	8.73%	5.74%	0.76%	
Student, 2-Year, Tech	196	262	69	33	6	566
	34.63%	46.29%	12.19%	5.83%	1.06%	
Student, K-12	51	34	10	3	5	103
	49.51%	33.01%	9.71%	2.91%	4.85%	
Librarian, Library Staff	104	158	25	11	1	299
	34.78%	52.84%	8.36%	3.68%	0.33%	
Media Specialist	67	71	15	6	0	159
	42.14%	44.65%	9.43%	3.77%	0.00%	
Faculty	116	163	24	9	3	315
	36.83%	51.75%	7.62%	2.86%	0.95%	
K-12 Teacher	95	159	24	9	1	288
	32.99%	55.21%	8.33%	3.13%	0.35%	
Public Library User	37	41	12	4	1	95
	38.95%	43.16%	12.63%	4.21%	1.05%	
Other	50	64	11	2	2	129
	38.76%	49.61%	8.53%	1.55%	1.55%	

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



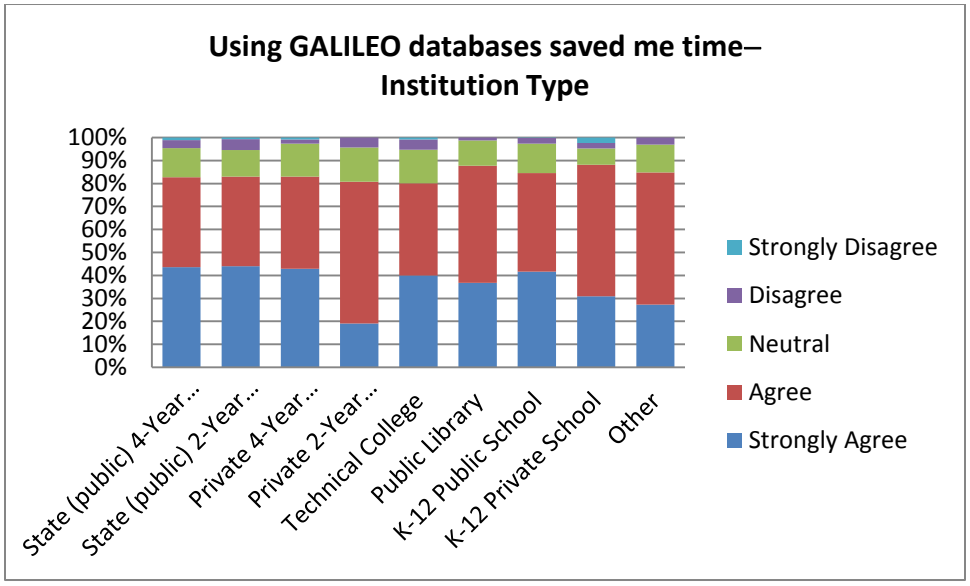
Institution Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
State 4-Year College/Univ	417	524	102	62	11	1116
	37.37%	46.95%	9.14%	5.56%	0.99%	
State 2-Year College/Univ	409	439	95	50	11	1004
	40.74%	43.73%	9.46%	4.98%	1.10%	
Private 4-Year College/Univ	47	49	9	7	0	112
	41.96%	43.75%	8.04%	6.25%	0.00%	
Private 2-Year College/Univ	11	28	5	3	0	47
	23.40%	59.57%	10.64%	6.38%	0.00%	
Technical College	227	295	62	33	4	621
	36.55%	47.50%	9.98%	5.31%	0.64%	
Public Library	53	88	15	7	0	163
	32.52%	53.99%	9.20%	4.29%	0.00%	
K-12 Public School	255	321	61	18	3	658
	38.75%	48.78%	9.27%	2.74%	0.46%	
K-12 Private School	13	24	1	1	3	42
	30.95%	57.14%	2.38%	2.38%	7.14%	
Other	14	14	4	1	0	33
	42.42%	42.42%	12.12%	3.03%	0.00%	

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



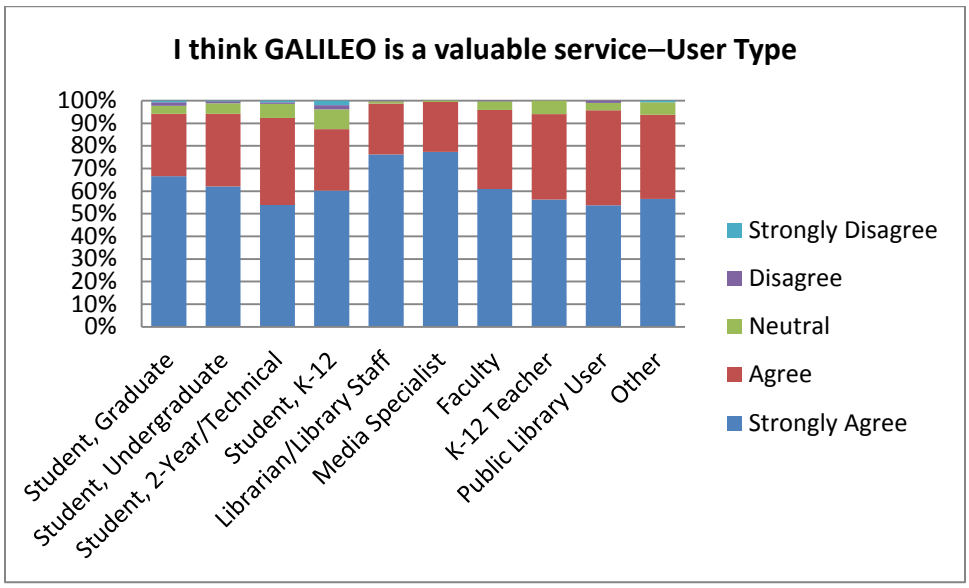
User Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Student, Graduate	144	125	27	10	2	308
	46.75%	40.58%	8.77%	3.25%	0.65%	
Student, Undergraduate	677	606	201	69	16	1569
	43.15%	38.62%	12.81%	4.40%	1.02%	
Student, 2-Year, Tech	210	238	80	32	6	566
	37.10%	42.05%	14.13%	5.65%	1.06%	
Student, K-12	48	34	9	9	3	103
	46.60%	33.01%	8.74%	8.74%	2.91%	
Librarian, Library Staff	123	141	32	3	0	299
	41.14%	47.16%	10.70%	1.00%	0.00%	
Media Specialist	71	68	18	2	0	159
	44.65%	42.77%	11.32%	1.26%	0.00%	
Faculty	131	131	47	5	1	315
	41.59%	41.59%	14.92%	1.59%	0.32%	
K-12 Teacher	106	135	42	5	0	288
	36.81%	46.88%	14.58%	1.74%	0.00%	
Public Library User	37	41	13	4	0	95
	38.95%	43.16%	13.68%	4.21%	0.00%	
Other	53	55	19	1	1	129
	41.09%	42.64%	14.73%	0.78%	0.78%	

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



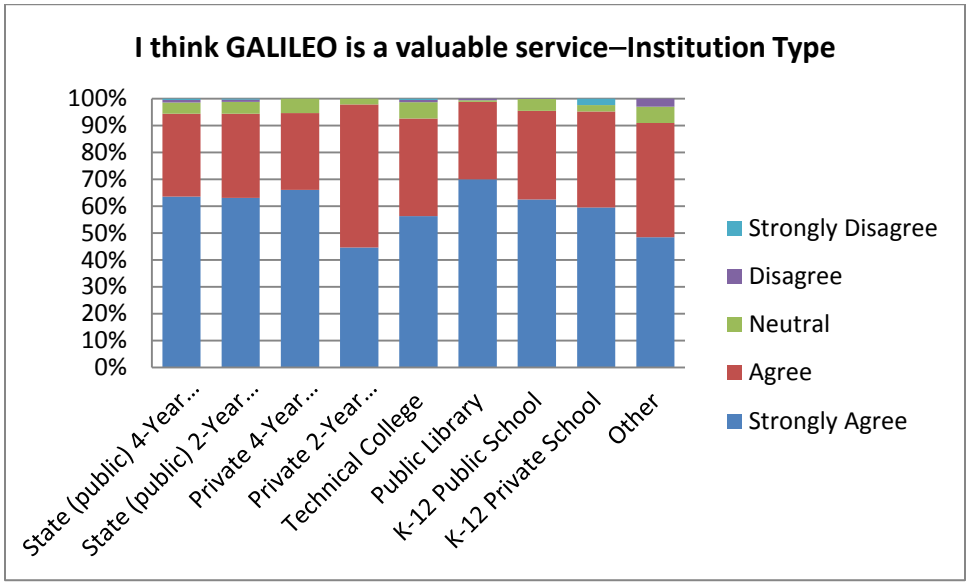
Institution Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
State 4-Year College/Univ	487	437	140	40	12	1116
	43.64%	39.16%	12.54%	3.58%	1.08%	
State 2-Year College/Univ	442	391	117	47	7	1004
	44.02%	38.94%	11.65%	4.68%	0.70%	
Private 4-Year College/Univ	48	45	16	2	1	112
	42.86%	40.18%	14.29%	1.79%	0.89%	
Private 2-Year College/Univ	9	29	7	2	0	47
	19.15%	61.70%	14.89%	4.26%	0.00%	
Technical College	248	249	91	28	5	621
	39.94%	40.10%	14.65%	4.51%	0.81%	
Public Library	60	83	18	2	0	163
	36.81%	50.92%	11.04%	1.23%	0.00%	
K-12 Public School	274	282	85	16	1	658
	41.64%	42.86%	12.92%	2.43%	0.15%	
K-12 Private School	13	24	3	1	1	42
	30.95%	57.14%	7.14%	2.38%	2.38%	
Other	9	19	4	1	0	33
	27.27%	57.58%	12.12%	3.03%	0.00%	

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



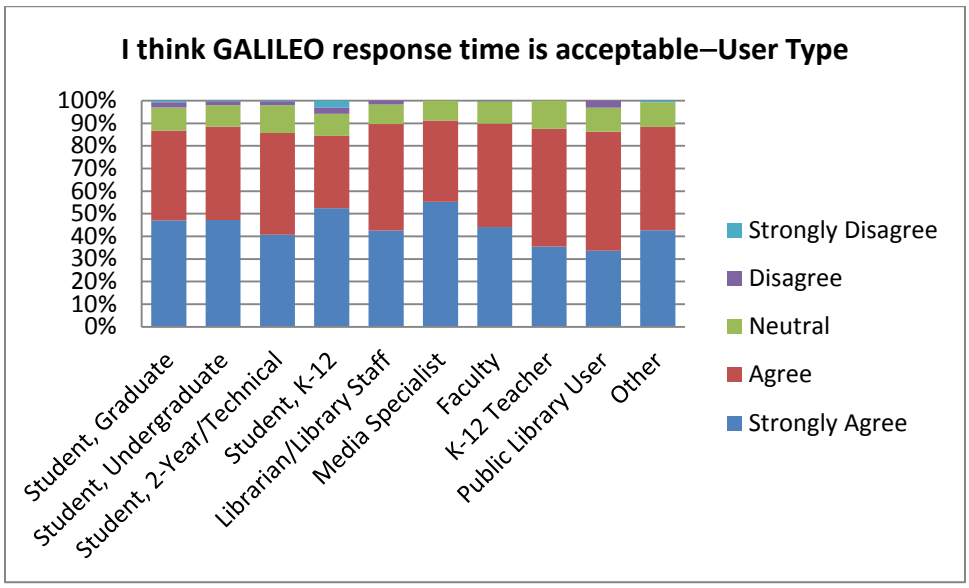
User Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Student, Graduate	205	85	11	5	2	308
	66.56%	27.60%	3.57%	1.62%	0.65%	
Student, Undergraduate	973	505	73	13	5	1569
	62.01%	32.19%	4.65%	0.83%	0.32%	
Student, 2-Year, Tech	305	218	35	4	4	566
	53.89%	38.52%	6.18%	0.71%	0.71%	
Student, K-12	62	28	9	2	2	103
	60.19%	27.18%	8.74%	1.94%	1.94%	
Librarian, Library Staff	228	67	3	1	0	299
	76.25%	22.41%	1.00%	0.33%	0.00%	
Media Specialist	123	35	1	0	0	159
	77.36%	22.01%	0.63%	0.00%	0.00%	
Faculty	192	110	12	1	0	315
	60.95%	34.92%	3.81%	0.32%	0.00%	
K-12 Teacher	162	109	17	0	0	288
	56.25%	37.85%	5.90%	0.00%	0.00%	
Public Library User	51	40	3	1	0	95
	53.68%	42.11%	3.16%	1.05%	0.00%	
Other	73	48	7	0	1	129
	56.59%	37.21%	5.43%	0.00%	0.78%	

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



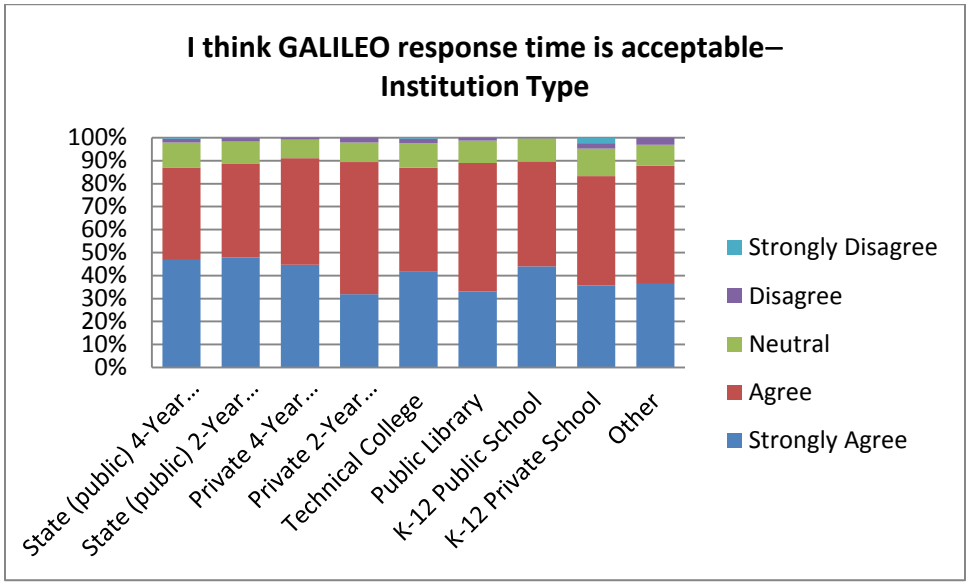
Institution Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
State 4-Year College/Univ	710	343	47	11	5	1116
	63.62%	30.73%	4.21%	0.99%	0.45%	
State 2-Year College/Univ	633	315	44	8	4	1004
	63.05%	31.37%	4.38%	0.80%	0.40%	
Private 4-Year College/Univ	74	32	6	0	0	112
	66.07%	28.57%	5.36%	0.00%	0.00%	
Private 2-Year College/Univ	21	25	1	0	0	47
	44.68%	53.19%	2.13%	0.00%	0.00%	
Technical College	350	225	38	5	3	621
	56.36%	36.23%	6.12%	0.81%	0.48%	
Public Library	114	47	1	1	0	163
	69.94%	28.83%	0.61%	0.61%	0.00%	
K-12 Public School	411	217	29	1	0	658
	62.46%	32.98%	4.41%	0.15%	0.00%	
K-12 Private School	25	15	1	0	1	42
	59.52%	35.71%	2.38%	0.00%	2.38%	
Other	16	14	2	1	0	33
	48.48%	42.42%	6.06%	3.03%	0.00%	

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



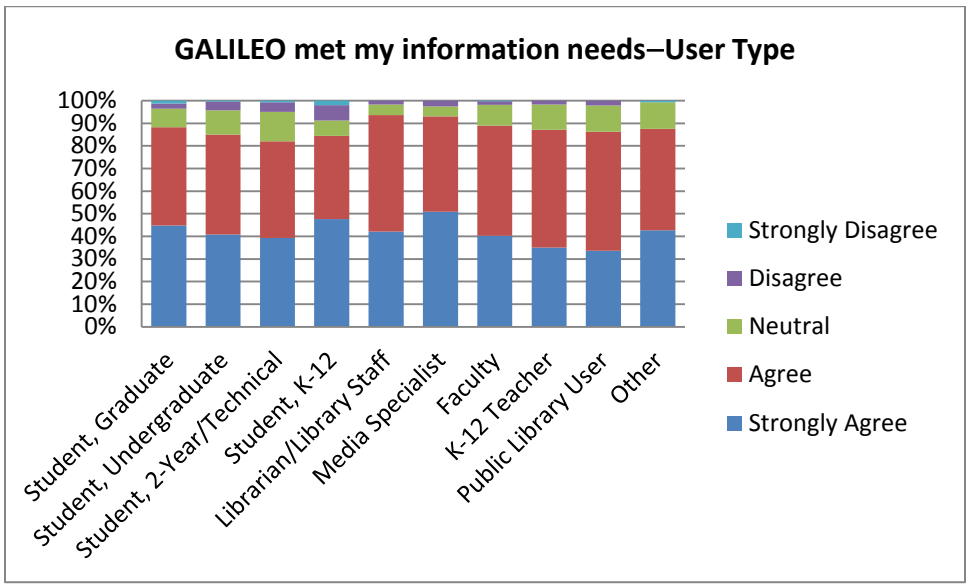
User Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Student, Graduate	145	122	32	7	2	308
	47.08%	39.61%	10.39%	2.27%	0.65%	
Student, Undergraduate	741	649	147	27	5	1569
	47.23%	41.36%	9.37%	1.72%	0.32%	
Student, 2-Year, Tech	230	255	70	9	2	566
	40.64%	45.05%	12.37%	1.59%	0.35%	
Student, K-12	54	33	10	3	3	103
	52.43%	32.04%	9.71%	2.91%	2.91%	
Librarian, Library Staff	127	141	26	5	0	299
	42.47%	47.16%	8.70%	1.67%	0.00%	
Media Specialist	88	57	14	0	0	159
	55.35%	35.85%	8.81%	0.00%	0.00%	
Faculty	139	144	31	1	0	315
	44.13%	45.71%	9.84%	0.32%	0.00%	
K-12 Teacher	102	150	36	0	0	288
	35.42%	52.08%	12.50%	0.00%	0.00%	
Public Library User	32	50	10	3	0	95
	33.68%	52.63%	10.53%	3.16%	0.00%	
Other	55	59	14	0	1	129
	42.64%	45.74%	10.85%	0.00%	0.78%	

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



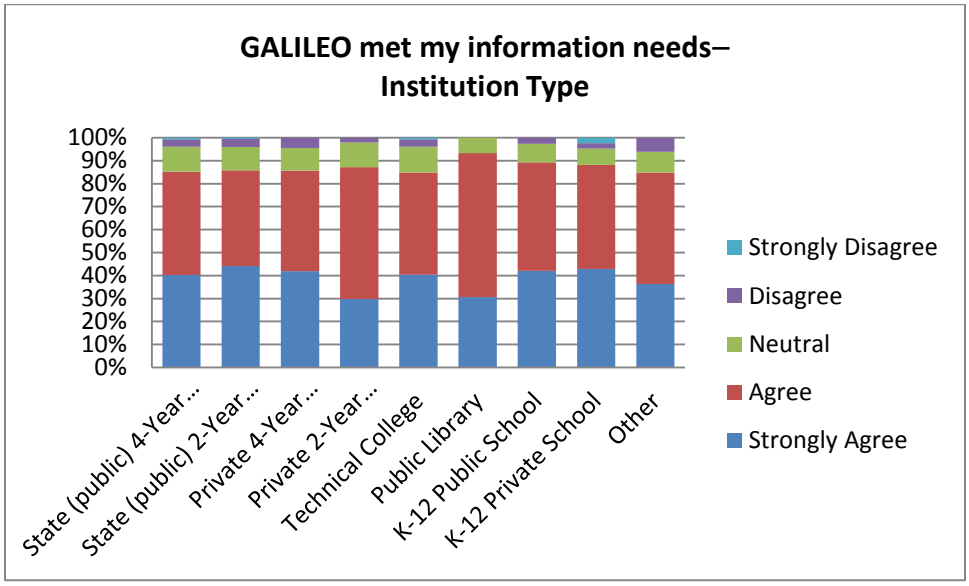
Institution Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
State 4-Year College/Univ	522	449	121	19	5	1116
	46.77%	40.23%	10.84%	1.70%	0.45%	
State 2-Year College/Univ	481	408	98	15	2	1004
	47.91%	40.64%	9.76%	1.49%	0.20%	
Private 4-Year College/Univ	50	52	9	1	0	112
	44.64%	46.43%	8.04%	0.89%	0.00%	
Private 2-Year College/Univ	15	27	4	1	0	47
	31.91%	57.45%	8.51%	2.13%	0.00%	
Technical College	260	280	66	12	3	621
	41.87%	45.09%	10.63%	1.93%	0.48%	
Public Library	54	91	16	2	0	163
	33.13%	55.83%	9.82%	1.23%	0.00%	
K-12 Public School	290	299	67	2	0	658
	44.07%	45.44%	10.18%	0.30%	0.00%	
K-12 Private School	15	20	5	1	1	42
	35.71%	47.62%	11.90%	2.38%	2.38%	
Other	12	17	3	1	0	33
	36.36%	51.52%	9.09%	3.03%	0.00%	

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



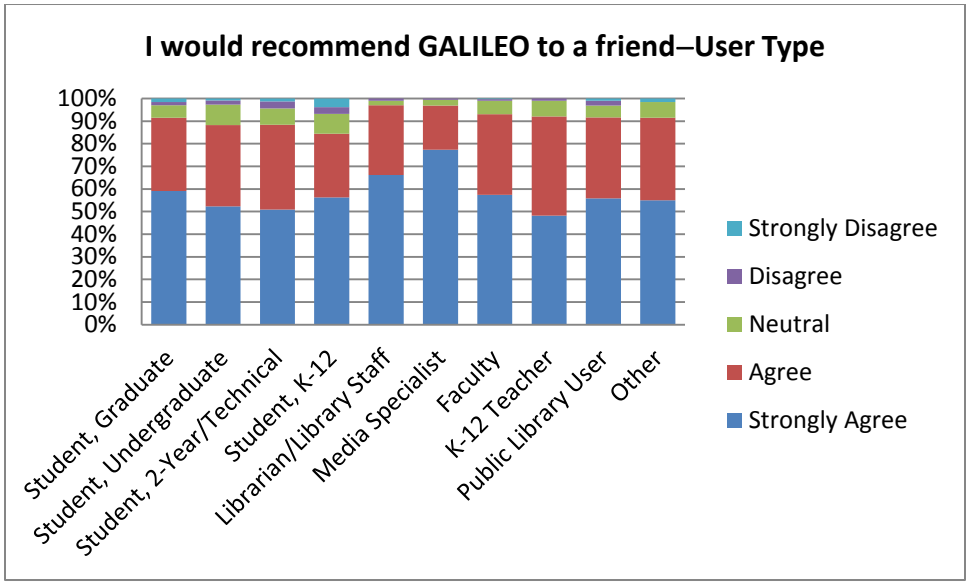
User Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Student, Graduate	138	134	25	7	4	308
	44.81%	43.51%	8.12%	2.27%	1.30%	
Student, Undergraduate	641	693	169	59	7	1569
	40.85%	44.17%	10.77%	3.76%	0.45%	
Student, 2-Year, Tech	222	242	74	24	4	566
	39.22%	42.76%	13.07%	4.24%	0.71%	
Student, K-12	49	38	7	7	2	103
	47.57%	36.89%	6.80%	6.80%	1.94%	
Librarian, Library Staff	126	154	14	5	0	299
	42.14%	51.51%	4.68%	1.67%	0.00%	
Media Specialist	81	67	7	4	0	159
	50.94%	42.14%	4.40%	2.52%	0.00%	
Faculty	127	153	29	5	1	315
	40.32%	48.57%	9.21%	1.59%	0.32%	
K-12 Teacher	101	150	32	5	0	288
	35.07%	52.08%	11.11%	1.74%	0.00%	
Public Library User	32	50	11	2	0	95
	33.68%	52.63%	11.58%	2.11%	0.00%	
Other	55	58	15	0	1	129
	42.64%	44.96%	11.63%	0.00%	0.78%	

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



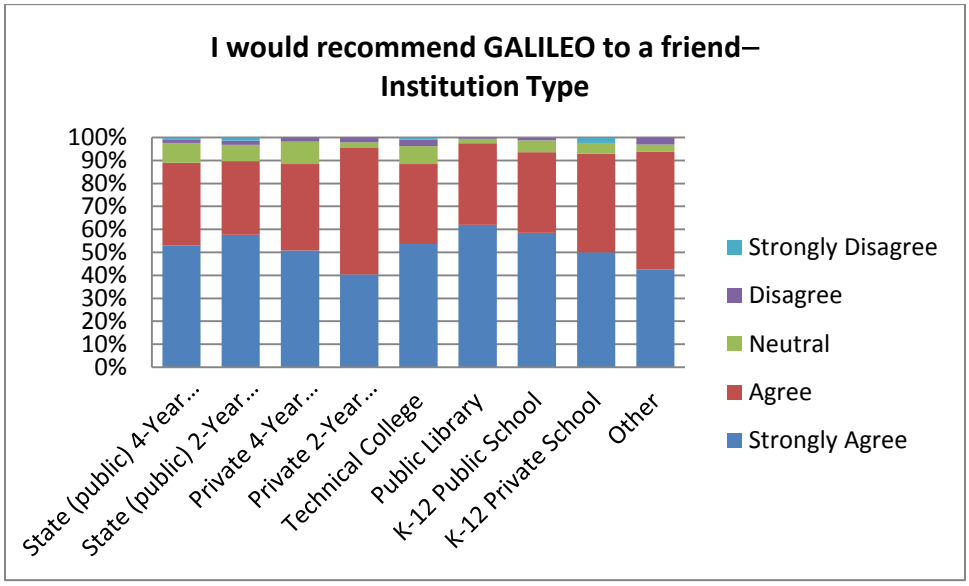
Institution Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
State 4-Year College/Univ	449	502	121	37	7	1116
	40.23%	44.98%	10.84%	3.32%	0.63%	
State 2-Year College/Univ	443	419	102	34	6	1004
	44.12%	41.73%	10.16%	3.39%	0.60%	
Private 4-Year College/Univ	47	49	11	5	0	112
	41.96%	43.75%	9.82%	4.46%	0.00%	
Private 2-Year College/Univ	14	27	5	1	0	47
	29.79%	57.45%	10.64%	2.13%	0.00%	
Technical College	251	276	70	20	4	621
	40.42%	44.44%	11.27%	3.22%	0.64%	
Public Library	50	102	11	0	0	163
	30.67%	62.58%	6.75%	0.00%	0.00%	
K-12 Public School	277	310	54	17	0	658
	42.10%	47.11%	8.21%	2.58%	0.00%	
K-12 Private School	18	19	3	1	1	42
	42.86%	45.24%	7.14%	2.38%	2.38%	
Other	12	16	3	2	0	33
	36.36%	48.48%	9.09%	6.06%	0.00%	

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	182	100	17	4	5	308
	59.09%	32.47%	5.52%	1.30%	1.62%	
Student, Undergraduate	821	563	143	28	14	1569
	52.33%	35.88%	9.11%	1.78%	0.89%	
Student, 2-Year, Tech	288	212	41	18	7	566
	50.88%	37.46%	7.24%	3.18%	1.24%	
Student, K-12	58	29	9	3	4	103
	56.31%	28.16%	8.74%	2.91%	3.88%	
Librarian, Library Staff	198	92	6	3	0	299
	66.22%	30.77%	2.01%	1.00%	0.00%	
Media Specialist	123	31	4	1	0	159
	77.36%	19.50%	2.52%	0.63%	0.00%	
Faculty	181	112	19	2	1	315
	57.46%	35.56%	6.03%	0.63%	0.32%	
K-12 Teacher	139	126	20	3	0	288
	48.26%	43.75%	6.94%	1.04%	0.00%	
Public Library User	53	34	5	2	1	95
	55.79%	35.79%	5.26%	2.11%	1.05%	
Other	71	47	9	0	2	129
	55.04%	36.43%	6.98%	0.00%	1.55%	

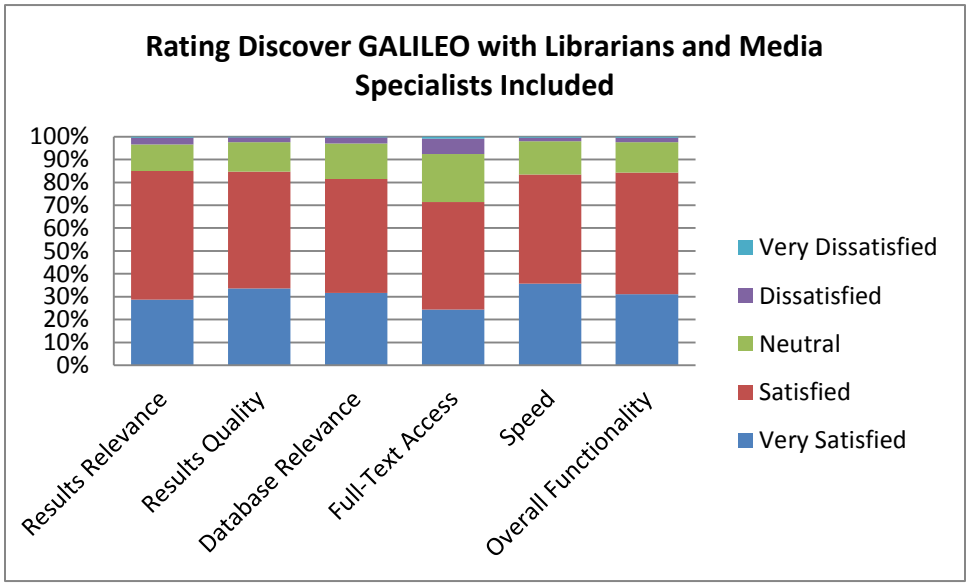
Statement 6: "I would recommend GALILEO to a friend"—Responses by Institution Type



Institution Type	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
State 4-Year College/Univ	591	402	97	17	9	1116
	52.96%	36.02%	8.69%	1.52%	0.81%	
State 2-Year College/Univ	579	322	71	18	14	1004
	57.67%	32.07%	7.07%	1.79%	1.39%	
Private 4-Year College/Univ	57	42	11	2	0	112
	50.89%	37.50%	9.82%	1.79%	0.00%	
Private 2-Year College/Univ	19	26	1	1	0	47
	40.43%	55.32%	2.13%	2.13%	0.00%	
Technical College	333	216	49	17	6	621
	53.62%	34.78%	7.89%	2.74%	0.97%	
Public Library	101	58	3	1	0	163
	61.96%	35.58%	1.84%	0.61%	0.00%	
K-12 Public School	385	231	34	7	1	658
	58.51%	35.11%	5.17%	1.06%	0.15%	
K-12 Private School	21	18	2	0	1	42
	50.00%	42.86%	4.76%	0.00%	2.38%	
Other	14	17	1	1	0	33
	42.42%	51.52%	3.03%	3.03%	0.00%	

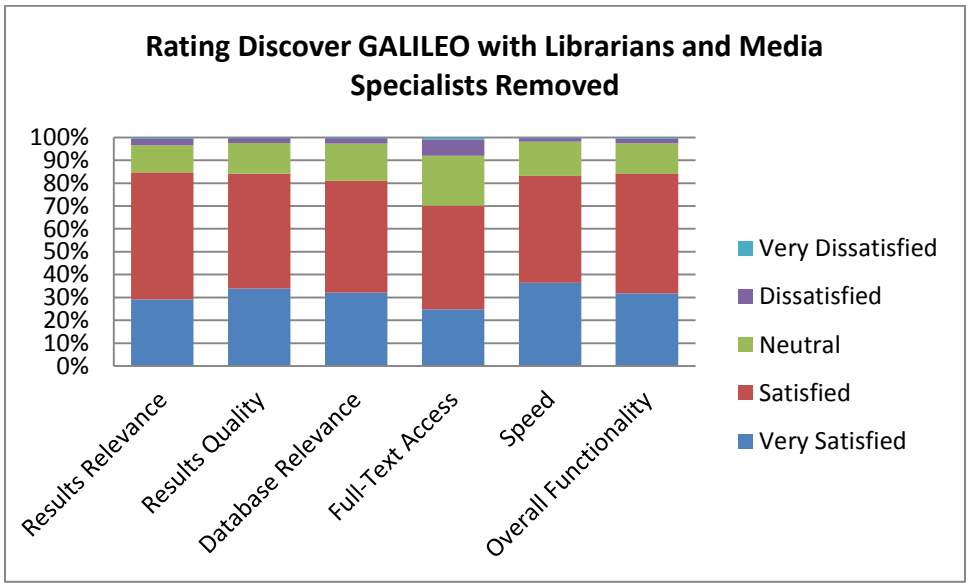
V. Rating Discover GALILEO

Please rate your satisfaction with Discover GALILEO, the new discovery tool that powers the search launched from the search box on the GALILEO website. (includes librarians and media specialists)



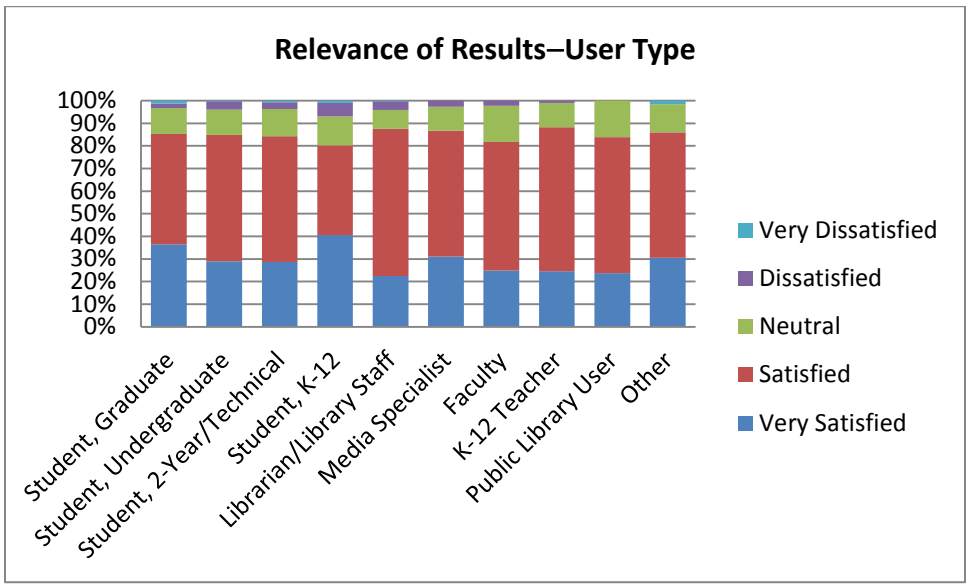
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
Results Relevance	1089	2141	445	112	16	3803
	28.64%	56.30%	11.70%	2.95%	0.42%	
Results Quality	1271	1926	490	78	12	3777
	33.65%	50.99%	12.97%	2.07%	0.32%	
Relevance of Databases Included	1196	1886	589	98	13	3782
	31.62%	49.87%	15.57%	2.59%	0.34%	
Full-Text Access	919	1780	794	253	32	3778
	24.33%	47.11%	21.02%	6.70%	0.85%	
Speed	1350	1804	546	62	15	3777
	35.74%	47.76%	14.46%	1.64%	0.40%	
Overall Functionality	1175	2011	499	75	18	3778
	31.10%	53.23%	13.21%	1.99%	0.48%	

Please rate your satisfaction with Discover GALILEO, the new discovery tool that powers the search launched from the search box on the GALILEO website. (does not include librarians and media specialists)



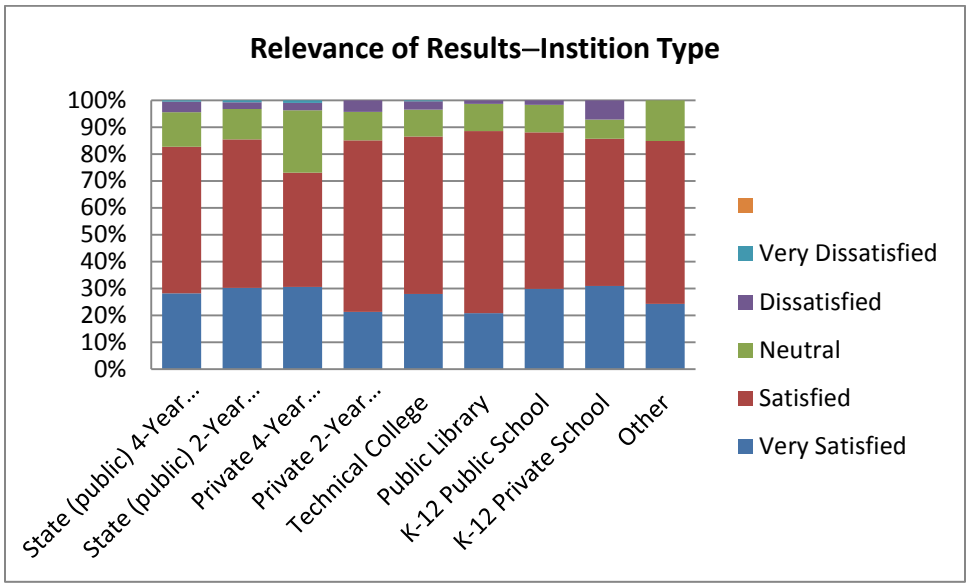
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
Results Relevance	970	1852	400	97	15	3334
	29.09%	55.55%	12.00%	2.91%	0.45%	
Results Quality	1123	1662	445	67	11	3308
	33.95%	50.24%	13.45%	2.03%	0.33%	
Relevance of Databases Included	1063	1621	538	79	12	3313
	32.09%	48.93%	16.24%	2.38%	0.36%	
Full-Text Access	819	1501	725	234	30	3309
	24.75%	45.36%	21.91%	7.07%	0.91%	
Speed	1204	1549	495	51	13	3312
	36.35%	46.77%	14.95%	1.54%	0.39%	
Overall Functionality	1053	1727	448	67	16	3311
	31.80%	52.16%	13.53%	2.02%	0.48%	

Discover GALILEO 1: Relevance of Results—Responses by User Type



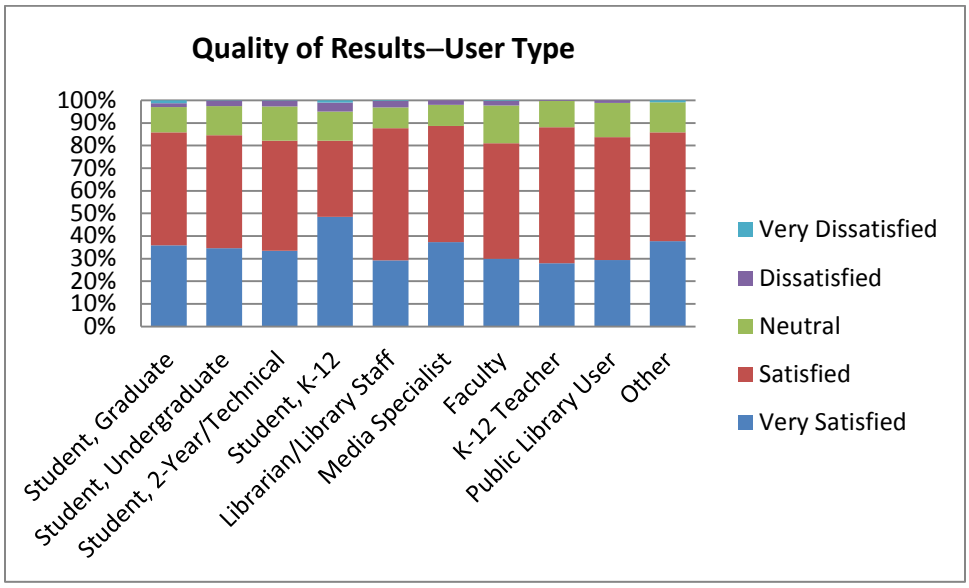
User Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
Student, Graduate	111	149	35	6	4	305
	36.39%	48.85%	11.48%	1.97%	1.31%	
Student, Undergraduate	449	866	174	58	4	1551
	28.95%	55.83%	11.22%	3.74%	0.26%	
Student, 2-Year, Tech	161	313	67	17	4	562
	28.65%	55.69%	11.92%	3.02%	0.71%	
Student, K-12	41	40	13	6	1	101
	40.59%	39.60%	12.87%	5.94%	0.99%	
Librarian, Library Staff	65	189	24	11	1	290
	22.41%	65.17%	8.28%	3.79%	0.34%	
Media Specialist	47	84	16	4	0	151
	31.13%	55.63%	10.60%	2.65%	0.00%	
Faculty	78	178	50	7	0	313
	24.92%	56.87%	15.97%	2.24%	0.00%	
K-12 Teacher	69	179	30	3	0	281
	24.56%	63.70%	10.68%	1.07%	0.00%	
Public Library User	22	56	15	0	0	93
	23.66%	60.22%	16.13%	0.00%	0.00%	
Other	39	71	16	0	2	128
	30.47%	55.47%	12.50%	0.00%	1.56%	

Discover GALILEO 1: Relevance of Results—Responses by Institution Type



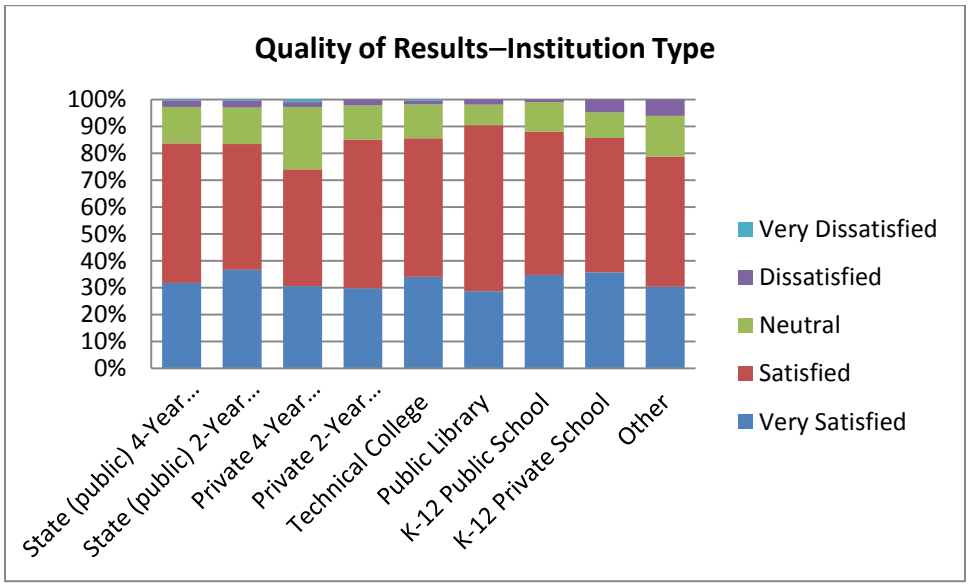
Institution Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
State 4-Year College/Univ	311	602	142	44	5	1104
	28.17%	54.53%	12.86%	3.99%	0.45%	
State 2-Year College/Univ	300	549	113	25	7	994
	30.18%	55.23%	11.37%	2.52%	0.70%	
Private 4-Year College/Univ	33	46	25	3	1	108
	30.56%	42.59%	23.15%	2.78%	0.93%	
Private 2-Year College/Univ	10	30	5	2	0	47
	21.28%	63.83%	10.64%	4.26%	0.00%	
Technical College	172	360	62	19	2	615
	27.97%	58.54%	10.08%	3.09%	0.33%	
Public Library	33	107	16	2	0	158
	20.89%	67.72%	10.13%	1.27%	0.00%	
K-12 Public School	191	373	65	11	0	640
	29.84%	58.28%	10.16%	1.72%	0.00%	
K-12 Private School	13	23	3	3	0	42
	30.95%	54.76%	7.14%	7.14%	0.00%	
Other	8	20	5	0	0	33
	24.24%	60.61%	15.15%	0.00%	0.00%	

Discover GALILEO 2: Quality of Results—Responses by User Type



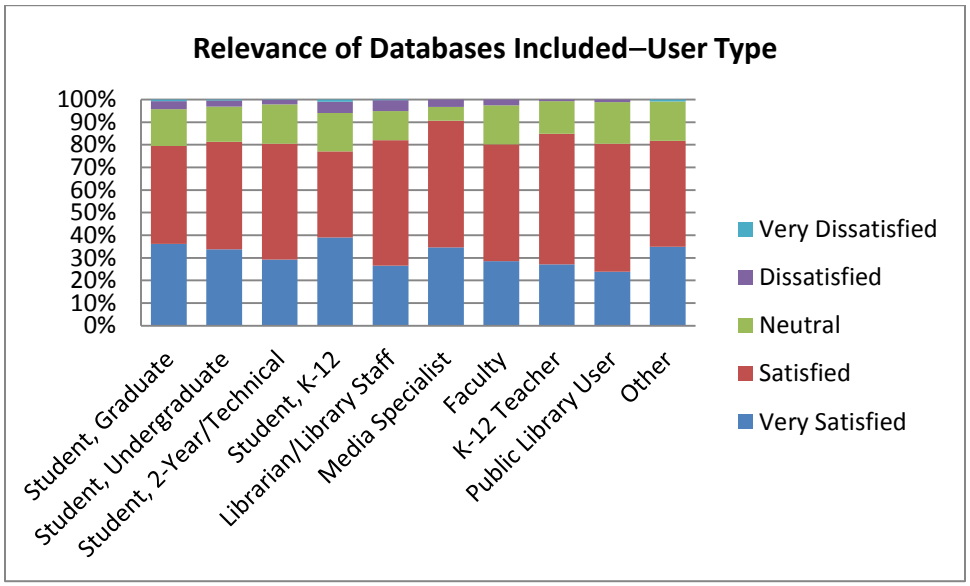
User Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
Student, Graduate	109	152	34	5	4	304
	35.86%	50.00%	11.18%	1.64%	1.32%	
Student, Undergraduate	533	767	199	36	3	1538
	34.66%	49.87%	12.94%	2.34%	0.20%	
Student, 2-Year, Tech	186	271	84	14	1	556
	33.45%	48.74%	15.11%	2.52%	0.18%	
Student, K-12	49	34	13	4	1	101
	48.51%	33.66%	12.87%	3.96%	0.99%	
Librarian, Library Staff	85	170	27	8	1	291
	29.21%	58.42%	9.28%	2.75%	0.34%	
Media Specialist	56	77	14	3	0	150
	37.33%	51.33%	9.33%	2.00%	0.00%	
Faculty	93	159	52	6	1	311
	29.90%	51.13%	16.72%	1.93%	0.32%	
K-12 Teacher	78	168	32	1	0	279
	27.96%	60.22%	11.47%	0.36%	0.00%	
Public Library User	27	50	14	1	0	92
	29.35%	54.35%	15.22%	1.09%	0.00%	
Other	48	61	17	0	1	127
	37.80%	48.03%	13.39%	0.00%	0.79%	

Discover GALILEO 2: Quality of Results—Responses by Institution Type



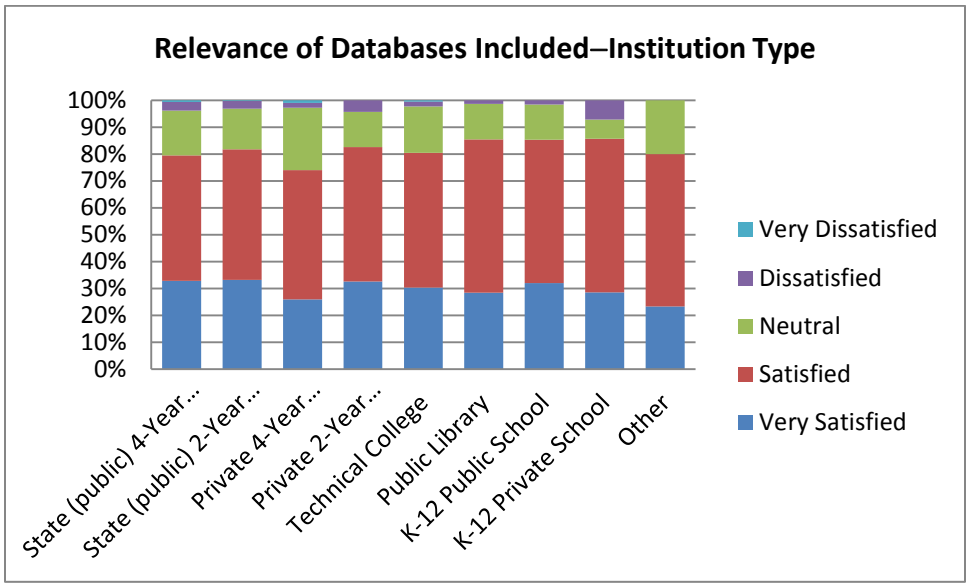
Institution Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
State 4-Year College/Univ	349	570	149	26	4	1098
	31.79%	51.91%	13.57%	2.37%	0.36%	
State 2-Year College/Univ	361	461	134	25	4	985
	36.65%	46.80%	13.60%	2.54%	0.41%	
Private 4-Year College/Univ	33	47	25	2	1	108
	30.56%	43.52%	23.15%	1.85%	0.93%	
Private 2-Year College/Univ	14	26	6	1	0	47
	29.79%	55.32%	12.77%	2.13%	0.00%	
Technical College	208	314	77	9	2	610
	34.10%	51.48%	12.62%	1.48%	0.33%	
Public Library	45	97	12	3	0	157
	28.66%	61.78%	7.64%	1.91%	0.00%	
K-12 Public School	221	338	70	6	0	635
	34.80%	53.23%	11.02%	0.94%	0.00%	
K-12 Private School	15	21	4	2	0	42
	35.71%	50.00%	9.52%	4.76%	0.00%	
Other	10	16	5	2	0	33
	30.30%	48.48%	15.15%	6.06%	0.00%	

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



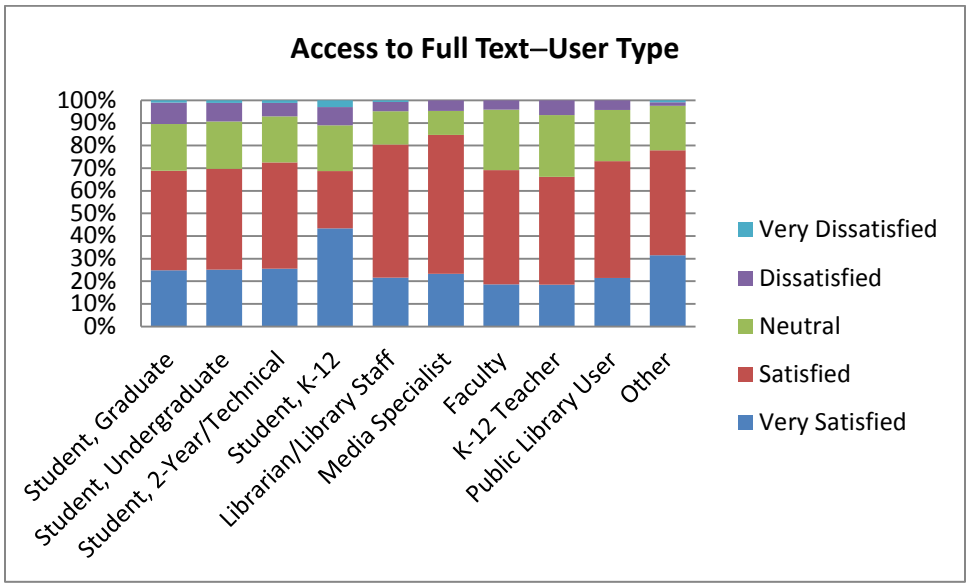
User Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
Student, Graduate	111	133	50	11	2	307
	36.16%	43.32%	16.29%	3.58%	0.65%	
Student, Undergraduate	520	733	241	41	7	1542
	33.72%	47.54%	15.63%	2.66%	0.45%	
Student, 2-Year, Tech	163	285	97	11	1	557
	29.26%	51.17%	17.41%	1.97%	0.18%	
Student, K-12	39	38	17	5	1	100
	39.00%	38.00%	17.00%	5.00%	1.00%	
Librarian, Library Staff	77	161	37	14	1	290
	26.55%	55.52%	12.76%	4.83%	0.34%	
Media Specialist	52	84	9	5	0	150
	34.67%	56.00%	6.00%	3.33%	0.00%	
Faculty	89	161	54	8	0	312
	28.53%	51.60%	17.31%	2.56%	0.00%	
K-12 Teacher	75	160	40	2	0	277
	27.08%	57.76%	14.44%	0.72%	0.00%	
Public Library User	22	52	17	1	0	92
	23.91%	56.52%	18.48%	1.09%	0.00%	
Other	44	59	22	0	1	126
	34.92%	46.83%	17.46%	0.00%	0.79%	

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



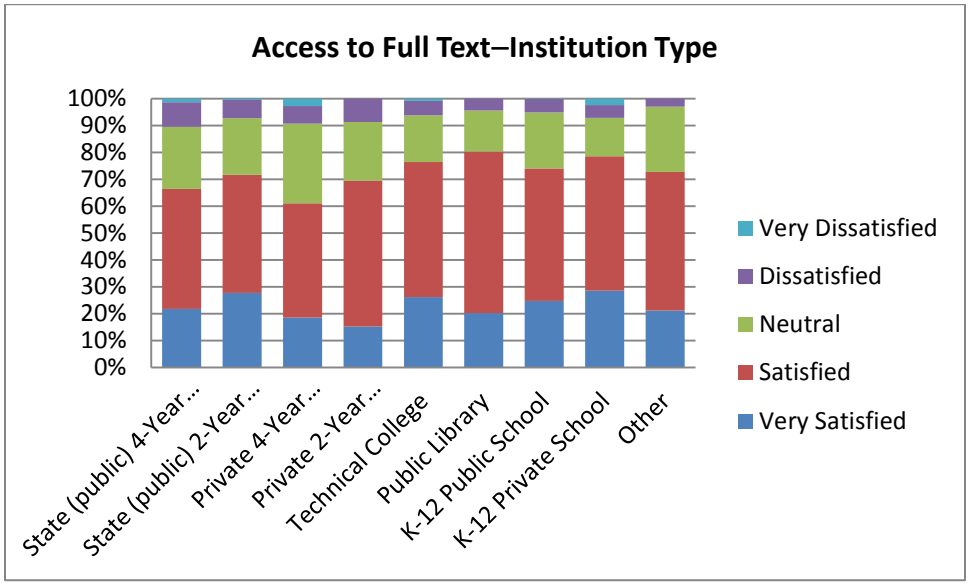
Institution Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
State 4-Year College/Univ	361	514	183	36	6	1100
	32.82%	46.73%	16.64%	3.27%	0.55%	
State 2-Year College/Univ	329	481	150	29	2	991
	33.20%	48.54%	15.14%	2.93%	0.20%	
Private 4-Year College/Univ	28	52	25	2	1	108
	25.93%	48.15%	23.15%	1.85%	0.93%	
Private 2-Year College/Univ	15	23	6	2	0	46
	32.61%	50.00%	13.04%	4.35%	0.00%	
Technical College	185	305	105	11	3	609
	30.38%	50.08%	17.24%	1.81%	0.49%	
Public Library	45	90	21	2	0	158
	28.48%	56.96%	13.29%	1.27%	0.00%	
K-12 Public School	203	339	83	10	0	635
	31.97%	53.39%	13.07%	1.57%	0.00%	
K-12 Private School	12	24	3	3	0	42
	28.57%	57.14%	7.14%	7.14%	0.00%	
Other	7	17	6	0	0	30
	23.33%	56.67%	20.00%	0.00%	0.00%	

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



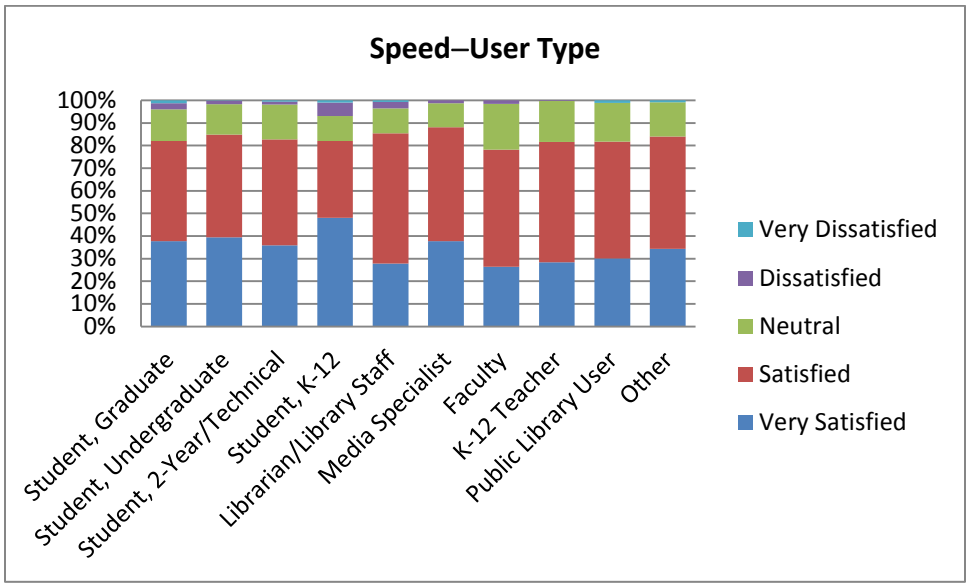
User Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
Student, Graduate	76	134	63	29	3	305
	24.92%	43.93%	20.66%	9.51%	0.98%	
Student, Undergraduate	389	686	324	127	17	1543
	25.21%	44.46%	21.00%	8.23%	1.10%	
Student, 2-Year, Tech	142	261	114	33	6	556
	25.54%	46.94%	20.50%	5.94%	1.08%	
Student, K-12	43	25	20	8	3	99
	43.43%	25.25%	20.20%	8.08%	3.03%	
Librarian, Library Staff	63	171	43	12	2	291
	21.65%	58.76%	14.78%	4.12%	0.69%	
Media Specialist	35	92	16	7	0	150
	23.33%	61.33%	10.67%	4.67%	0.00%	
Faculty	58	157	83	13	0	311
	18.65%	50.48%	26.69%	4.18%	0.00%	
K-12 Teacher	51	131	75	18	0	275
	18.55%	47.64%	27.27%	6.55%	0.00%	
Public Library User	20	48	21	4	0	93
	21.51%	51.61%	22.58%	4.30%	0.00%	
Other	40	59	25	2	1	127
	31.50%	46.46%	19.69%	1.57%	0.79%	

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



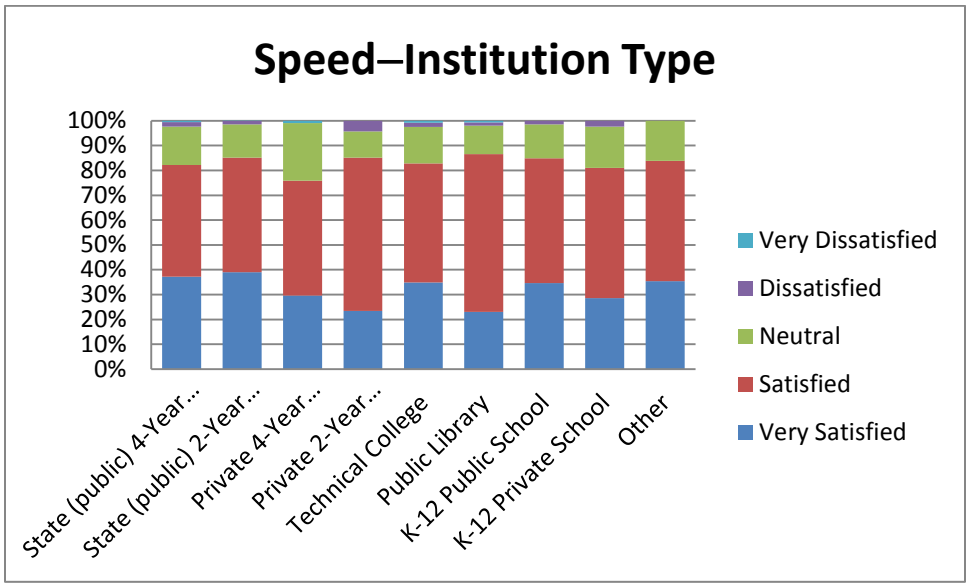
Institution Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
State 4-Year College/Univ	240	491	255	100	15	1101
	21.80%	44.60%	23.16%	9.08%	1.36%	
State 2-Year College/Univ	274	433	207	67	5	986
	27.79%	43.91%	20.99%	6.80%	0.51%	
Private 4-Year College/Univ	20	46	32	7	3	108
	18.52%	42.59%	29.63%	6.48%	2.78%	
Private 2-Year College/Univ	7	25	10	4	0	46
	15.22%	54.35%	21.74%	8.70%	0.00%	
Technical College	160	307	106	33	5	611
	26.19%	50.25%	17.35%	5.40%	0.82%	
Public Library	32	95	24	7	0	158
	20.25%	60.13%	15.19%	4.43%	0.00%	
K-12 Public School	156	311	132	31	1	631
	24.72%	49.29%	20.92%	4.91%	0.16%	
K-12 Private School	12	21	6	2	1	42
	28.57%	50.00%	14.29%	4.76%	2.38%	
Other	7	17	8	1	0	33
	21.21%	51.52%	24.24%	3.03%	0.00%	

Discover GALILEO 5: Speed—Responses by User Type



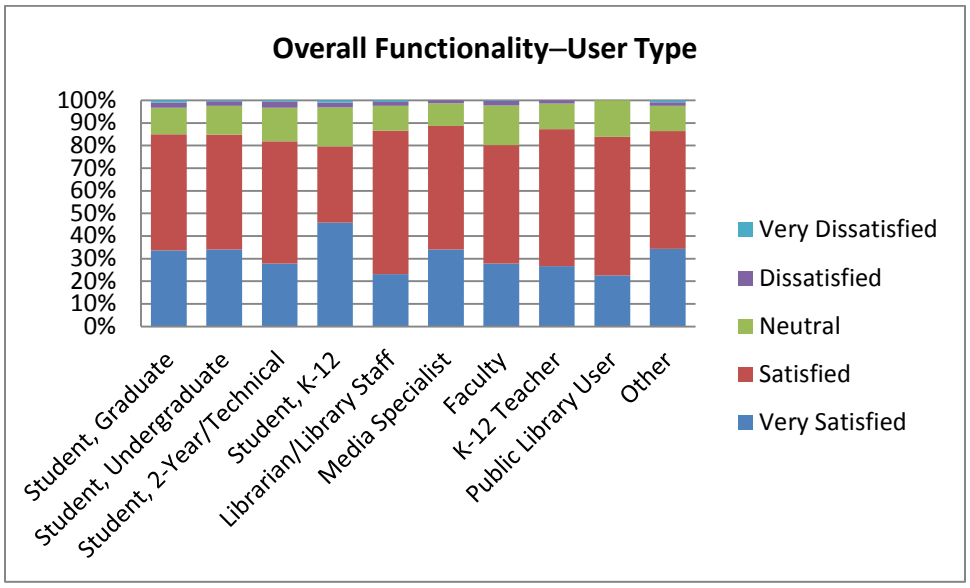
User Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
Student, Graduate	115	135	43	8	4	305
	37.70%	44.26%	14.10%	2.62%	1.31%	
Student, Undergraduate	608	699	206	24	3	1540
	39.48%	45.39%	13.38%	1.56%	0.19%	
Student, 2-Year, Tech	201	262	87	7	3	560
	35.89%	46.79%	15.54%	1.25%	0.54%	
Student, K-12	48	34	11	6	1	100
	48.00%	34.00%	11.00%	6.00%	1.00%	
Librarian, Library Staff	80	165	32	8	2	287
	27.87%	57.49%	11.15%	2.79%	0.70%	
Media Specialist	57	76	16	2	0	151
	37.75%	50.33%	10.60%	1.32%	0.00%	
Faculty	82	161	63	5	0	311
	26.37%	51.77%	20.26%	1.61%	0.00%	
K-12 Teacher	79	148	50	1	0	278
	28.42%	53.24%	17.99%	0.36%	0.00%	
Public Library User	28	48	16	0	1	93
	30.11%	51.61%	17.20%	0.00%	1.08%	
Other	43	62	19	0	1	125
	34.40%	49.60%	15.20%	0.00%	0.80%	

Discover GALILEO 5: Speed—Responses by Institution Type



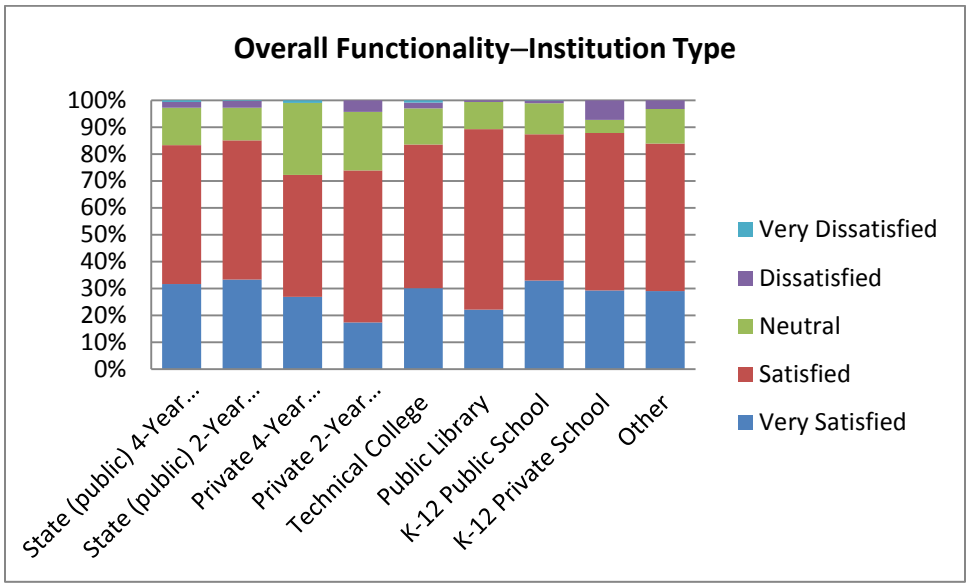
Institution Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
State 4-Year College/Univ	409	493	169	20	6	1097
	37.28%	44.94%	15.41%	1.82%	0.55%	
State 2-Year College/Univ	386	457	132	14	1	990
	38.99%	46.16%	13.33%	1.41%	0.10%	
Private 4-Year College/Univ	32	50	25	0	1	108
	29.63%	46.30%	23.15%	0.00%	0.93%	
Private 2-Year College/Univ	11	29	5	2	0	47
	23.40%	61.70%	10.64%	4.26%	0.00%	
Technical College	213	293	90	10	5	611
	34.86%	47.95%	14.73%	1.64%	0.82%	
Public Library	36	99	18	2	1	156
	23.08%	63.46%	11.54%	1.28%	0.64%	
K-12 Public School	220	318	87	9	0	634
	34.70%	50.16%	13.72%	1.42%	0.00%	
K-12 Private School	12	22	7	1	0	42
	28.57%	52.38%	16.67%	2.38%	0.00%	
Other	11	15	5	0	0	31
	35.48%	48.39%	16.13%	0.00%	0.00%	

Discover GALILEO 6: Overall Functionality—Responses by User Type



User Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
Student, Graduate	103	157	36	7	3	306
	33.66%	51.31%	11.76%	2.29%	0.98%	
Student, Undergraduate	526	785	197	31	7	1546
	34.02%	50.78%	12.74%	2.01%	0.45%	
Student, 2-Year, Tech	155	301	83	15	3	557
	27.83%	54.04%	14.90%	2.69%	0.54%	
Student, K-12	45	33	17	2	1	98
	45.92%	33.67%	17.35%	2.04%	1.02%	
Librarian, Library Staff	67	184	32	5	2	290
	23.10%	63.45%	11.03%	1.72%	0.69%	
Media Specialist	51	82	15	2	0	150
	34.00%	54.67%	10.00%	1.33%	0.00%	
Faculty	87	163	55	6	1	312
	27.88%	52.24%	17.63%	1.92%	0.32%	
K-12 Teacher	73	166	31	4	0	274
	26.64%	60.58%	11.31%	1.46%	0.00%	
Public Library User	21	57	15	0	0	93
	22.58%	61.29%	16.13%	0.00%	0.00%	
Other	43	65	14	2	1	125
	34.40%	52.00%	11.20%	1.60%	0.80%	

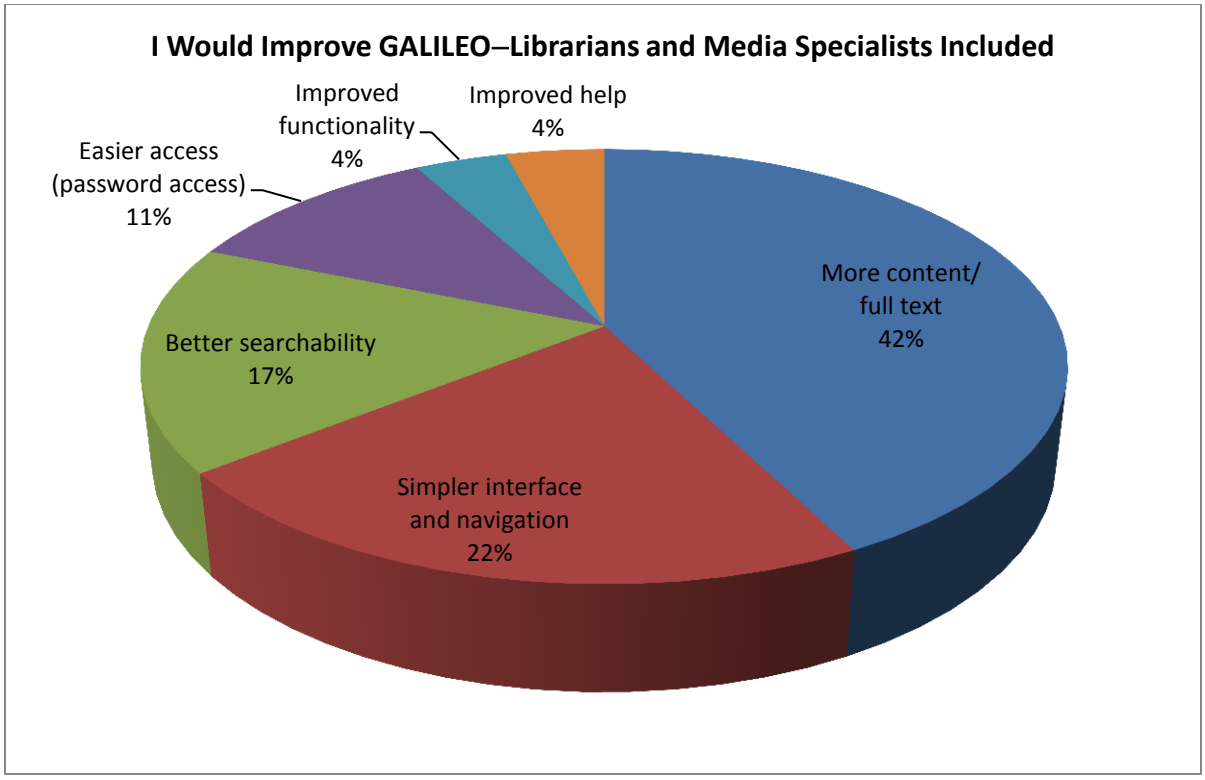
Discover GALILEO 6: Overall Functionality—Responses by Institution Type



Institution Type	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
State 4-Year College/Univ	349	569	154	24	6	1102
	31.67%	51.63%	13.97%	2.18%	0.54%	
State 2-Year College/Univ	331	513	121	24	3	992
	33.37%	51.71%	12.20%	2.42%	0.30%	
Private 4-Year College/Univ	29	49	29	0	1	108
	26.85%	45.37%	26.85%	0.00%	0.93%	
Private 2-Year College/Univ	8	26	10	2	0	46
	17.39%	56.52%	21.74%	4.35%	0.00%	
Technical College	183	325	82	13	5	608
	30.10%	53.45%	13.49%	2.14%	0.82%	
Public Library	35	106	16	1	0	158
	22.15%	67.09%	10.13%	0.63%	0.00%	
K-12 Public School	208	343	73	6	1	631
	32.96%	54.36%	11.57%	0.95%	0.16%	
K-12 Private School	12	24	2	3	0	41
	29.27%	58.54%	4.88%	7.32%	0.00%	
Other	9	17	4	1	0	31
	29.03%	54.84%	12.90%	3.23%	0.00%	

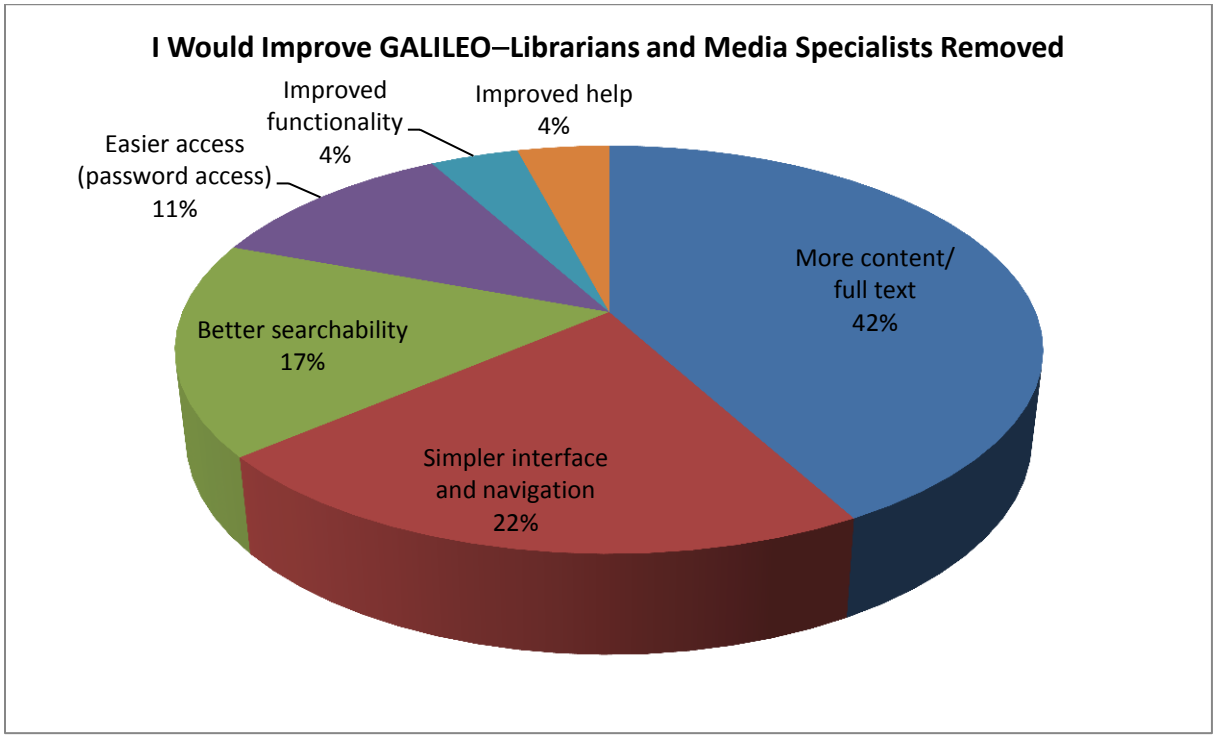
VI. Improve Statement

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



I would improve GALILEO by:		
More content/full text	1658	42.45%
Simpler interface and navigation	855	21.89%
Better searchability	659	16.87%
Easier access (password access)	423	10.83%
Improved functionality	150	3.84%
Improved help information	161	4.12%
Total	**3906**	

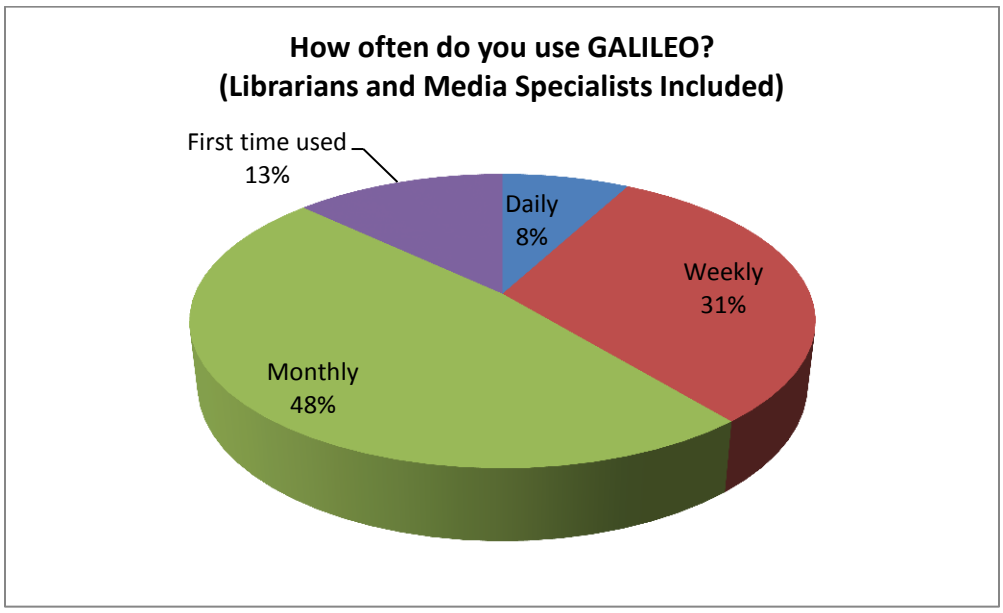
"I would improve GALILEO by"—Librarians and Media Specialists Removed



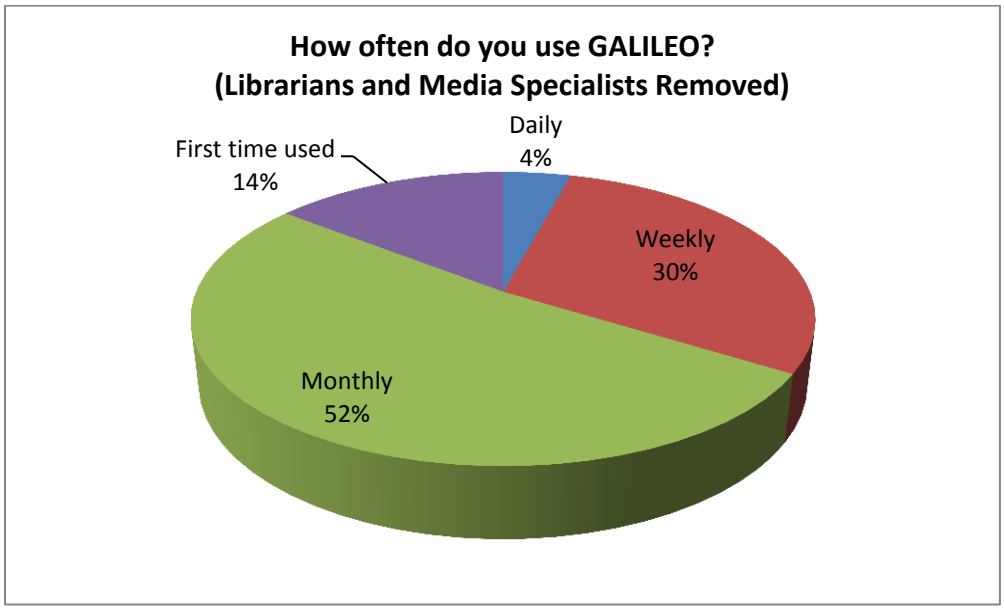
I would improve GALILEO by (select the single response that best describes the improvement you would like to see):		
More content/full text	1408	42.03%
Simpler interface and navigation	728	21.73%
Better searchability	566	16.90%
Easier access (password access)	379	11.31%
Improved functionality	132	3.94%
Improved help information	137	4.09%
Total	**3350**	

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

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



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



Frequency of Use—Responses by User Type

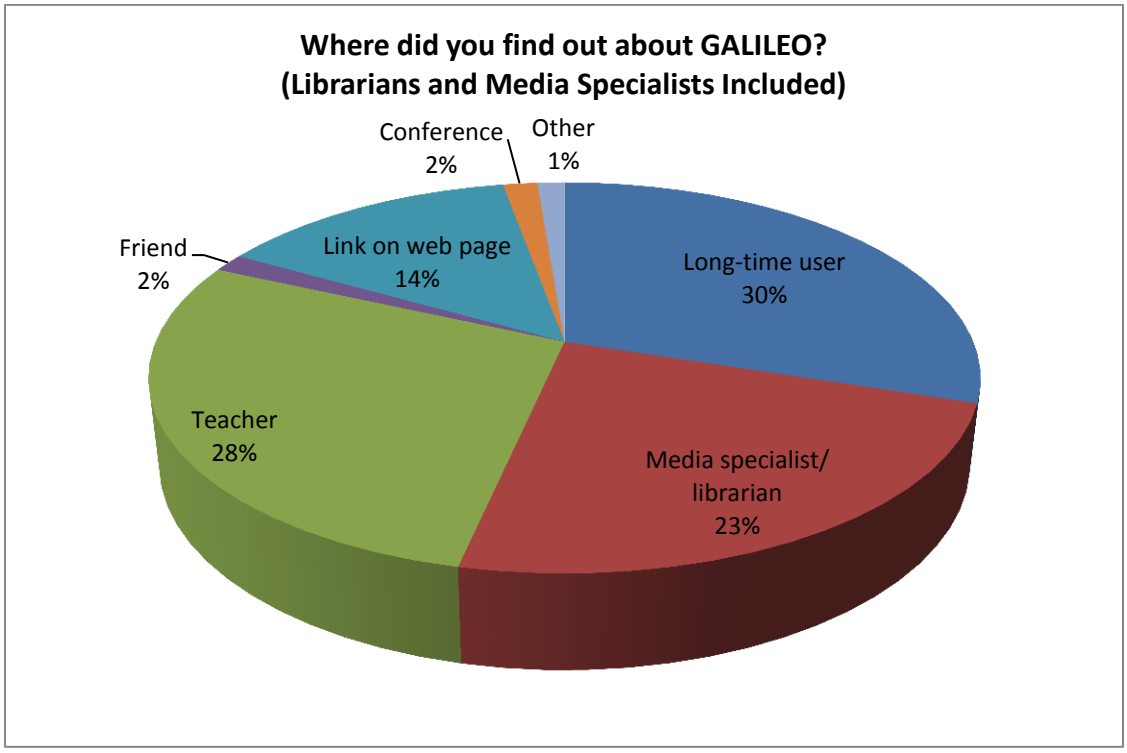
User Type	How often do you use GALILEO?				
	Daily	Weekly	Monthly	First Time Used	**Total**
Student, Graduate	34	132	111	21	298
	11.41%	44.30%	37.25%	7.05%	
Student, Undergraduate	39	451	871	185	1546
	2.52%	29.17%	56.34%	11.97%	
Student, 2 yr/Technical	25	163	252	115	555
	4.50%	29.37%	45.41%	20.72%	
Student, K-12	10	24	35	27	96
	10.42%	25.00%	36.46%	28.13%	
Librarian/Library Staff	130	110	42	8	290
	44.83%	37.93%	14.48%	2.76%	
Media Specialist	26	79	46	2	153
	16.99%	51.63%	30.07%	1.31%	
Faculty	14	94	161	36	305
	4.59%	30.82%	52.79%	11.80%	
K-12 Teacher	3	65	175	38	281
	1.07%	23.13%	62.28%	13.52%	
Public library user	6	18	40	25	89
	6.74%	20.22%	44.94%	28.09%	
Other	7	28	61	30	126
	5.56%	22.22%	48.41%	23.81%	
Total	294	1164	1794	487	3739
	7.86%	31.13%	47.98%	13.02%	

Frequency of Use—Responses by Institution Type

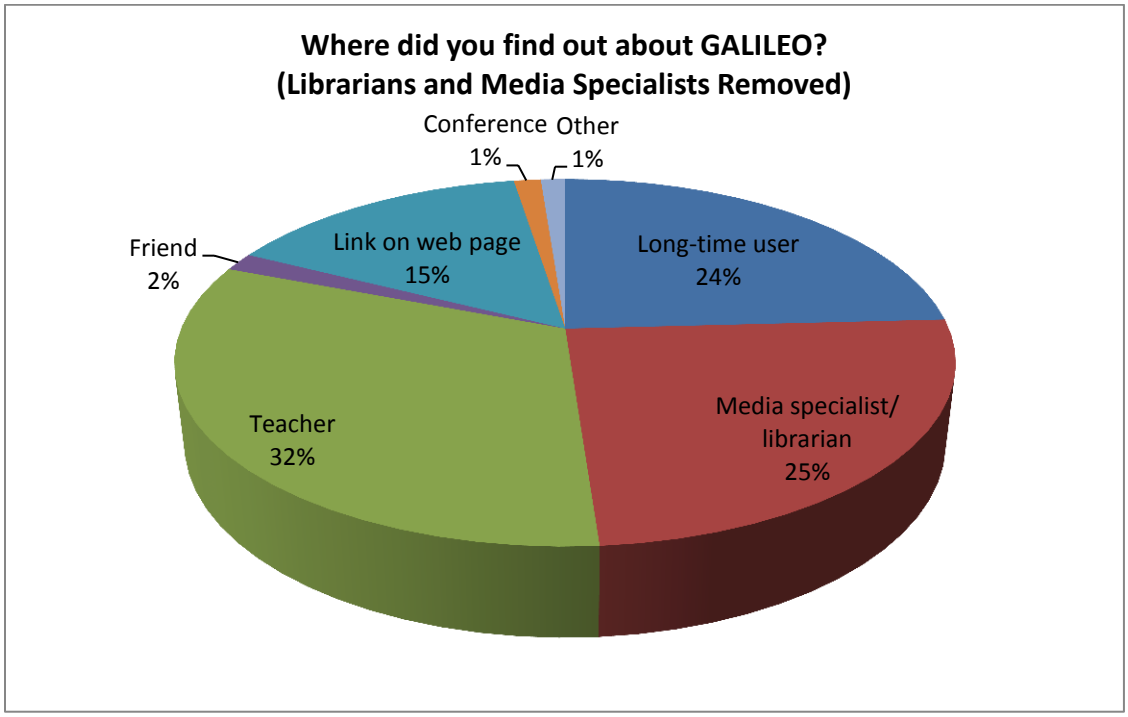
Institution Type	How often do you use GALILEO?				
	Daily	Weekly	Monthly	First Time Used	**Total**
State 4-Year College/Univ	87	366	572	80	1105
	7.87%	33.12%	51.76%	7.24%	
State 2-Year College/Univ	46	276	528	143	993
	4.63%	27.79%	53.17%	14.40%	
Private 4-Year College/Univ	10	44	50	8	112
	8.93%	39.29%	44.64%	7.14%	
Private 2-Year College/Univ	6	12	19	9	46
	13.04%	26.09%	41.30%	19.57%	
Technical College	57	178	247	130	612
	9.31%	29.08%	40.36%	21.24%	
Public Library	46	54	43	16	159
	28.93%	33.96%	27.04%	10.06%	
K-12 Public School	35	213	303	87	638
	5.49%	33.39%	47.49%	13.64%	
K-12 Private School	6	9	20	5	40
	15.00%	22.50%	50.00%	12.50%	
Other	1	12	11	9	33
	3.03%	36.36%	33.33%	27.27%	
Total	294	1164	1794	487	3739
	7.86%	31.13%	47.98%	13.02%	

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

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

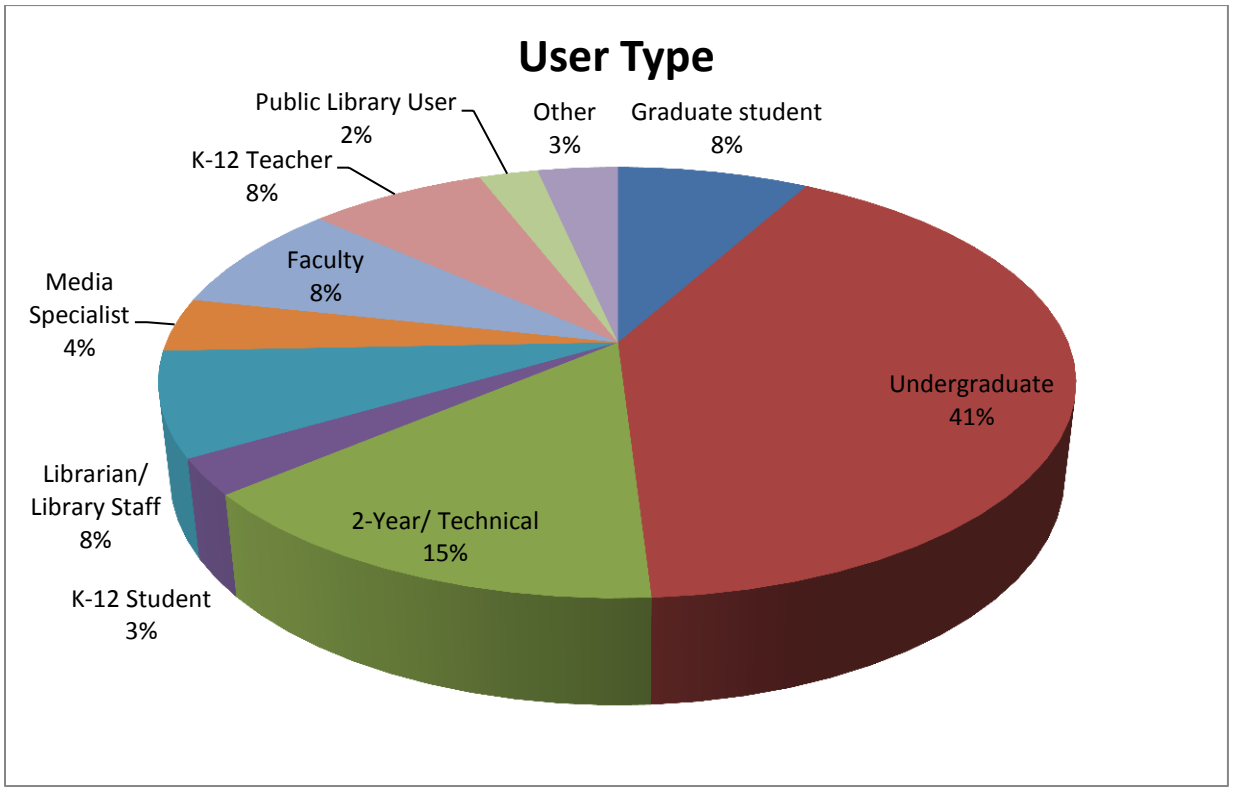


Where did you find out about GALILEO? (Librarians and Media Specialists Removed)



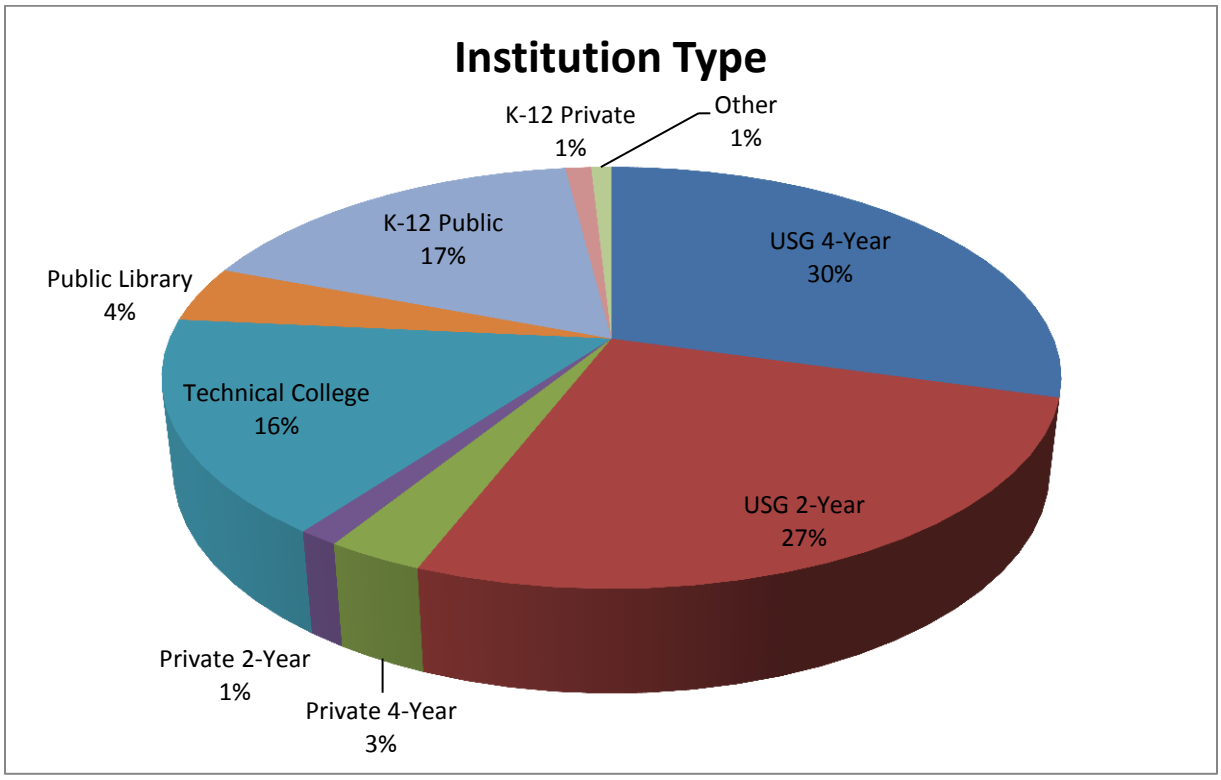
IX: Respondent Demographics

Today, I am using GALILEO as . . .



Today, I am using GALILEO as		
Student, Graduate	308	8.06%
Student, Undergraduate	1565	40.97%
Student, 2-Year/Technical	566	14.82%
Student, K-12	103	2.70%
Librarian/Library Staff	299	7.83%
Media Specialist	154	4.03%
Faculty	315	8.25%
K-12 Teacher	286	7.49%
Public Library User	95	2.49%
Other	129	3.38%
Total	3820	

Please indicate your primary institutional affiliation



Please indicate your primary institution affiliation.		
State (public) 4-Year College/University	1114	29.43%
State (public) 2-Year College/University	1002	26.47%
Private 4-Year College/University	112	2.96%
Private 2-Year College/University	47	1.24%
Technical College	621	16.41%
Public Library	163	4.31%
K-12 Public School	651	17.20%
K-12 Private School	42	1.11%
Other	33	0.87%
Total	3785	

Appendix A: Survey Instrument

1. Please indicate your opinion about GALILEO.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

- 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/full test
- Simpler interface and navigation
- Better searchability
- Easier access (password access)
- Improved functionality
- Improved help information

3. Please rate your satisfaction with Discover GALILEO, the new discovery tool that powers the search launched from the search box on the GALILEO website.

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied

- 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 _____