GALILEO User Survey 1997

Measuring GALILEO Performance

GALILEO surveys users in an attempt to find out how well the service meets the needs of its patrons. This survey was designed to ascertain patron satisfaction and use of GALILEO resources. The surveys were administered through a web form during the Spring Semester of 1997. A total of 503 usable surveys were completed. The survey could be completed at any time during the day or night. The percentages are compiled from the total number of responses to each question. The totals may vary as some patrons chose not to answer all questions. The following is a summary of the results:

Summary

Type of User	Percentage
Undergraduate Student	51.0%
Graduate Student	21.3%
Faculty	14.1%
Staff	8.6%
Librarian	1.6%
Other	3.4%
Primary Institutional Affiliation	Percentage
Technical College	3.2%
Two Year College	19.7%
Four Year College/State University	57.3%
Research/Regional University	14.9%
Public Library	1.7%
Other	3.2%
Frequency of Your Use of GALILEO	Percentage
Daily	32.0%
Weekly	46.3%
Monthly	15.7%
First Time Used	6.0%

All Users

Question	Yes	Usually	No
The GALILEO system is easy to use	291	186	26
	57.8%	37.0%	5.2%
Using GALILEO databases saved me time	342	129	32
	68.0%	25.6%	6.4%
GALILEO is an effective service	386	99	18
	76.7%	19.7%	3.6%
GALILEO response time is acceptable	204	242	57
	40.6%	48.1%	11.3%
GALILEO results met my information needs	223	247	32
	44.3%	49.1%	6.4%
I would recommend GALILEO to a friend	425	56	22
	84.5%	11.1%	4.4%

Undergraduate Students

Question	Yes	Usually	No
The GALILEO system is easy to use	148	92	17
	57.6%	35.8%	6.6%
Using GALILEO databases saved me time	160	75	22
	62.3%	29.2%	8.6%
GALILEO is an effective service	187	59	11
	72.8%	23.0%	4.3%
GALILEO response time is acceptable	111	110	36
	43.2%	42.8%	14.0%
GALILEO results met my information needs	117	117	22
	45.5%	45.5%	8.6%
I would recommend GALILEO to a friend	210	35	12
	81.7%	13.6%	4.7%

Graduate Students

Question	Yes	Usually	No
The GALILEO system is easy to use	59	42	6
	55.1%	39.3%	5.6%
Using GALILEO databases saved me time	77	24	6
	72.0%	22.4%	5.6%
GALILEO is an effective service	88	15	4
	82.2%	14.0%	3.7%
GALILEO response time is acceptable	43	54	10
	40.2%	50.5%	9.3%
GALILEO results met my information needs	36	64	7
	33.6%	60.0%	6.5%
I would recommend GALILEO to a friend	92	10	5
	86.0%	9.3%	4.7%

Faculty

Question	Yes	Usually	No
The GALILEO system is easy to use	46	23	2
	64.8%	32.4%	2.8%
Using GALILEO databases saved me time	59	11	1
	83.1%	15.5%	1.4%
GALILEO is an effective service	56	13	2
	78.9%	18.3%	2.8%
GALILEO response time is acceptable	25	42	4
	35.2%	59.2%	5.6%
GALILEO results met my information needs	38	32	1
	53.5%	45.1%	1.4%
I would recommend GALILEO to a friend	64	5	2
	90.1%	7.0%	2.8%

Staff

Question	Yes	Usually	No
The GALILEO system is easy to use	26	16	1
	60.5%	3.7%	2.3%
Using GALILEO databases saved me time	32	11	0
	74.4%	25.6%	0.0%
GALILEO is an effective service	36	7	0
	83.7%	16.3%	0.0%
GALILEO response time is acceptable	12	28	3
	27.9%	65.1%	7.0%
GALILEO results met my information needs	24	19	0
	55.8%	44.2%	0.0%
I would recommend GALILEO to a friend	40	3	0
	93.0%	7.0%	0.0%

Librarians

Question	Yes	Usually	No
The GALILEO system is easy to use	3	5	0
	37.5%	62.5%	0.0%
Using GALILEO databases saved me time	5	3	0
	62.5%	37.5%	0.0%
GALILEO is an effective service	7	1	0
	87.5%	12.5%	0.0%
GALILEO response time is acceptable	3	4	1
	37.5%	50.0%	12.5%
GALILEO results met my information needs	2	5	1
	25.0%	62.5%	12.5%
I would recommend GALILEO to a friend	7	1	0
	87.5%	12.5%	0.0%

Question	Yes	Usually	No
The GALILEO system is easy to use	9	8	0
	52.9%	47.1%	0.0%
Using GALILEO databases saved me time	9	5	3
	52.9%	29.4%	17.6%
GALILEO is an effective service	12	4	1
	70.6%	23.5%	5.9%
GALILEO response time is acceptable	10	4	3
	58.8%	23.5%	17.6%
GALILEO results met my information needs	6	10	1
	35.3%	58.8%	5.9%
I would recommend GALILEO to a friend	12	2	3
	70.6%	11.8%	17.6%