GALILEO User Survey 1998

Measuring GALILEO Performance

GALILEO surveys users annually to ascertain patron satisfaction and use of GALILEO resources. The survey was administered through a web form for one week during the Fall Semester of 1998. A total of 1,173 usable surveys were completed. Users were asked to respond to the following statements:

1. I found it easy to use GALILEO.
2. Using GALILEO databases saved me time.
3. I think GALILEO is a valuable service.
4. I think GALILEO response time is acceptable.
5. GALILEO met my information needs.
6. I would recommend GALILEO to a friend.
7. I would improve GALILEO by ...
8. Respondent Profile:
   a. Today I am using GALILEO as ... Student (undergraduate, graduate, K-12, 2 year technical), Faculty/Staff, Public library user, Other
   b. Please indicate your primary institutional affiliation (State (public) 4-year, State (public) 2-year, Private 4-year, Private 2-year, Technical Institute, Public Library, K-12 Public School, K-12 Private School, Other)
   c. How often do you use GALILEO?

* Data from questions 8.a. and 8.b. have been included in the Survey Respondent Profile.

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:

Survey Respondent Profile

User Type	Responses
All	1,173
Student: All	750
Student: Graduate	123
Student: Undergraduate	373
Student: K-12	33
Student: 2 Year Technical	32
Student: No Response	189
Faculty/Staff	289
Public	59
Other	33
No Response	42

Institution Type	Responses
Public 4 Year	533
Public 2 Year	210
Private 4 Year	91
Private 2 Year	15
Technical	94
Other	230

1. I found it easy to use GALILEO. (1 = Strongly disagree | 2 = Disagree | 3 = Agree | 4 = Strongly agree)

User Type	Average
All	3.02
Student: All	3.01
Student: Graduate	3.27
Student: Undergraduate	2.98
Student: K-12	2.52
Student: 2 Year Technical	3.25
Student: No Response	2.93
Faculty/Staff	3.21
Public	2.98
Other	3.18
No Response	2.62

Institution Type	Average
Public 4 Year	3.04
Public 2 Year	3.05
Private 4 Year	3.12
Private 2 Year	3.13
Technical	3.24
Other	2.81

2. Using GALILEO databases saved me time. (1 = Strongly disagree | 2 = Disagree | 3 = Agree | 4 = Strongly agree)

User Type	Average
All	3.15
Student: All	3.13
Student: Graduate	3.65
Student: Undergraduate	3.05
Student: K-12	2.64
Student: 2 Year Technical	3.25
Student: No Response	3.02
Faculty/Staff	3.37
Public	3.10
Other	3.27
No Response	1.90

Institution Type	Average
Public 4 Year	3.17
Public 2 Year	3.22
Private 4 Year	3.25
Private 2 Year	3.00
Technical	3.29
Other	2.94

3. I think GALILEO is a valuable service. (1 = Strongly disagree | 2 = Disagree | 3 = Agree | 4 = Strongly agree)

User Type	Average
All	3.36
Student: All	3.38
Student: Graduate	3.75
Student: Undergraduate	3.32
Student: K-12	2.91
Student: 2 Year Technical	3.63
Student: No Response	3.30
Faculty/Staff	3.51
Public	3.22
Other	2.05
No Response	1.74

Institution Type	Average
Public 4 Year	3.38
Public 2 Year	3.44
Private 4 Year	3.54
Private 2 Year	3.33
Technical	3.49
Other	3.10

4. I think GALILEO response time is acceptable. (1 = Strongly disagree | 2 = Disagree | 3 = Agree | 4 = Strongly agree)

User Type	Average
All	2.88
Student: All	2.91
Student: Graduate	3.25
Student: Undergraduate	2.88
Student: K-12	2.64
Student: 2 Year Technical	2.91
Student: No Response	2.91
Faculty/Staff	2.95
Public	2.85
Other	3.06
No Response	1.74

Institution Type	Average
Public 4 Year	2.87
Public 2 Year	3.00
Private 4 Year	2.96
Private 2 Year	3.07
Technical	3.05
Other	2.69

5. GALILEO met my information needs. (1 = Strongly disagree | 2 = Disagree | 3 = Agree | 4 = Strongly agree)

User Type	Average
All	2.89
Student: All	2.89
Student: Graduate	3.15
Student: Undergraduate	2.83
Student: K-12	2.70
Student: 2 Year Technical	3.00
Student: No Response	2.92
Faculty/Staff	3.02
Public	2.97
Other	3.06
No Response	1.79

Institution Type	Average
Public 4 Year (533)	2.89
Public 2 Year (235)	2.94
Private 4 Year (110)	2.90
Private 2 Year (21)	2.93
Technical (101)	3.15
Other (223)	2.76

6. I would recommend GALILEO to a friend. (1 = Strongly disagree | 2 = Disagree | 3 = Agree | 4 = Strongly agree)

User Type	Average
All	3.22
Student: All	3.21
Student: Graduate	3.59
Student: Undergraduate	3.18
Student: K-12	2.64
Student: 2 Year Technical	3.38
Student: No Response	3.13
Faculty/Staff	3.42
Public	3.17
Other	3.36
No Response	1.93

Institution Type	Average
Public 4 Year	3.21
Public 2 Year	3.33
Private 4 Year	3.40
Private 2 Year	3.20
Technical	3.39
Other	3.00

"Add more full text" was the single most prevalent response of the GALILEO users who took the time to offer comments on the system-wide, online survey conducted for one week during the busy Fall semester. Two hundred and ninety-eight people (approximately 25%, out of 1,173 usable surveys returned) provided comments in response to Question 7: "I would improve GALILEO by..." Since that question sought out what the user thought were the shortcomings and areas for possible improvement, it is understandable that the comments would have a rather negative cast to them. However, 14% of those commenting took the opportunity to praise the system: "...invaluable research tool," "...best research tool I've ever used," "I wish this were in every library in the country!" "Can't think of any way it needs improvement." "Awesome resource, keep up the good work."

Approximately 40% of the comments related to the types of publications and subject coverage in the GALILEO databases and of those, 46% expressed the desire for more full text materials. 18% noted particular subject areas they felt needed greater coverage (history, literature and science received four comments each, education and social sciences each received two comments and 11 other topic areas were mentioned a single time).

In reviewing the survey comments, it was apparent that misconceptions often colored users' assessment of the system. While it is instructive to look closely at these responses, it must be noted that without the benefit of an actual dialog with the individual, it is often impossible to assess the origin of the misconception ("GALILEO has very limited information.") Many of the user misconceptions involve attributing to GALILEO powers far beyond its control. From some the comments, one would think GALILEO could:

- control the speed of the Internet/World Wide Web
- translate anything published in non-English languages
- decide which journals are indexed or made available in full text, electronic form
- had full-text for everything, but chose to withhold it
- within each database, decide what data fields are included and indexed
- provide consistent and understandable controlled vocabulary for all databases

Instructions and explanations may be provided, but are not necessarily read or understood: "grouping all full-text databases together..." "have the defaults more than ten items" "It would be better to be able to limit searches to full text." In reality, full text databases are grouped together. The user has the option to display results in groups of 10, 25, 50 or 100. The ability to limit to full text is provided.

The very real limitations of the data in the GOLD database (used to link article citations to holdings information via ISSNs) gave rise to discrepancies between the

locations reported in GALILEO and the actual holdings of an individual library. Some users may have stopped reading after the first two words in the message "No locations found for [name of institution]. To verify your library's holdings for this title, check your library's catalog or consult a librarian" and interpreted it incorrectly as "This item is NOT owned by your library." That several commented on the difficulty of discovering which database included specific publications, highlights the need for easily accessible journal lists for each database (and preferably, a single, combined listing of all journals indicating in which database they can be found).

GALILEO serves a diverse range of user communities made up of individuals at all stages of education and familiarity with computers. The results of the 1998 online survey indicate that in the eyes of its users, GALILEO is a valued and useful tool. While no startling results or unexpected patterns emerged, the responses provide GALILEO decision makers and developers with a challenge to continually improve the system by making it more immediately intuitive and providing a ever growing range of resources.

Data from questions 8.a. and 8.b. have been included in the Survey Respondent Profile.

8.c. How often do you use GALILEO?

User Type	Daily	First	Monthly	No Response	Weekly
All	351	62	215	84	416
Students: All	61	48	175	41	352
Undergraduate	31	21	99	24	168
Graduate	7	1	17	5	69
2 yr Technical	0	1	5	3	16
K-12	176	9	10	1	13
Faculty/Staff	20	5	26	5	77
Public	35	8	8	2	21
Students: No Response	3	16	44	8	85
Other	3	1	35	35	2

Appendix to Narrative Comments

Categorization of 298 Narrative Comments Responses to Question 7: "I would improve GALILEO by: ..."

Coding Categories	"Controlled" Vocabulary Terms Used (variables)	Number of Occurrences	Percentage
Evaluation	p [positive]	42	
	n [negative]	16	
	u [neutral]	14	
	m [mixed]	3	
	a [ambiguous]	223	
	Total	298	
Technical	browser issues	3	
	bs (bibliographic software)	3	
	connection availability	12	
	downloading	2	
	error messages	2	
	printing	2	
	speed	39	
	Z39.50	6	
	Total	67	(22%)
Coverage	citations dbs	2	
	currency	3	
	db removal of:	9	
	Carl	2	
	Gale	7	
	full text	55	
	graphics	4	

	international	1	
	more dbs	11	
	more journals	4	
	popular publications	2	
	retrospective coverage	5	
	school [appropriate]	1	
	subject [any]	22	
	arts	1	
	biology	1	
	dental	1	
	education	2	
	French	1	
	history	4	
	humanities	1	
	ISIS [a history of science db]	1	
	literature	4	
	medical	1	
	political science	1	
	psychology	1	
	science	4	
	social science	2	
	statistics	1	
	technology	1	
	Total	119	(40%)
Policy	access	16	
	communication	1	

	equipment	6	
	extend access	4	
	local resources	1	
	remote access	6	
	passwords	7	
	URL	1	
	Total	42	(14%)
Interface	db selection	7	
	customize	3	
	display	7	
	organization	9	
	simplify	43	
	vocabulary	4	
	Total	73	(24%)
Function	journal lists	6	
	marking	2	
	navigation	4	
	multiple db searching	11	
	relevance	1	
	Total	24	(8%)
BGC (1)	y	28	
	bo [Britannica Online]	1	
	gold	2	
	ln [Lexis-Nexis]	8	
	Total	28	(9%)
Misconception	y	42	

	Total	42	(14%)
Instruction/Help	more help	4	
	more librarians	1	
	tutorial	2	
	Total	7	(2%)
U (2)	u	23	
	Total	23	(7%)

(1) BGC = Beyond GALILEO's Control **(2) U** = Uncodable (Examples: "It was extremely hard to find this site." and "I would Gaileo by adding some reference and more detailed to allow students from many different courses of study to find information and resouces to their classwork and enrichment needed to prepare student tha might have question to their decision about a field or program.")