GALILEO User Survey 2002 Report

Background

Measuring GALILEO Performance

GALILEO surveys users annually to assess patron satisfaction and use of GALILEO resources. The survey was administered through a web form linked from the GALILEO home page for one week during November 2002 (Monday, November 12 - Sunday, November 18). The survey could be completed at any time during the day or night. A total of 858 usable surveys were completed. The percentages are compiled from the total number of responses to each question. There were no questions that required answers, so the totals may vary as some users did not answer all questions.
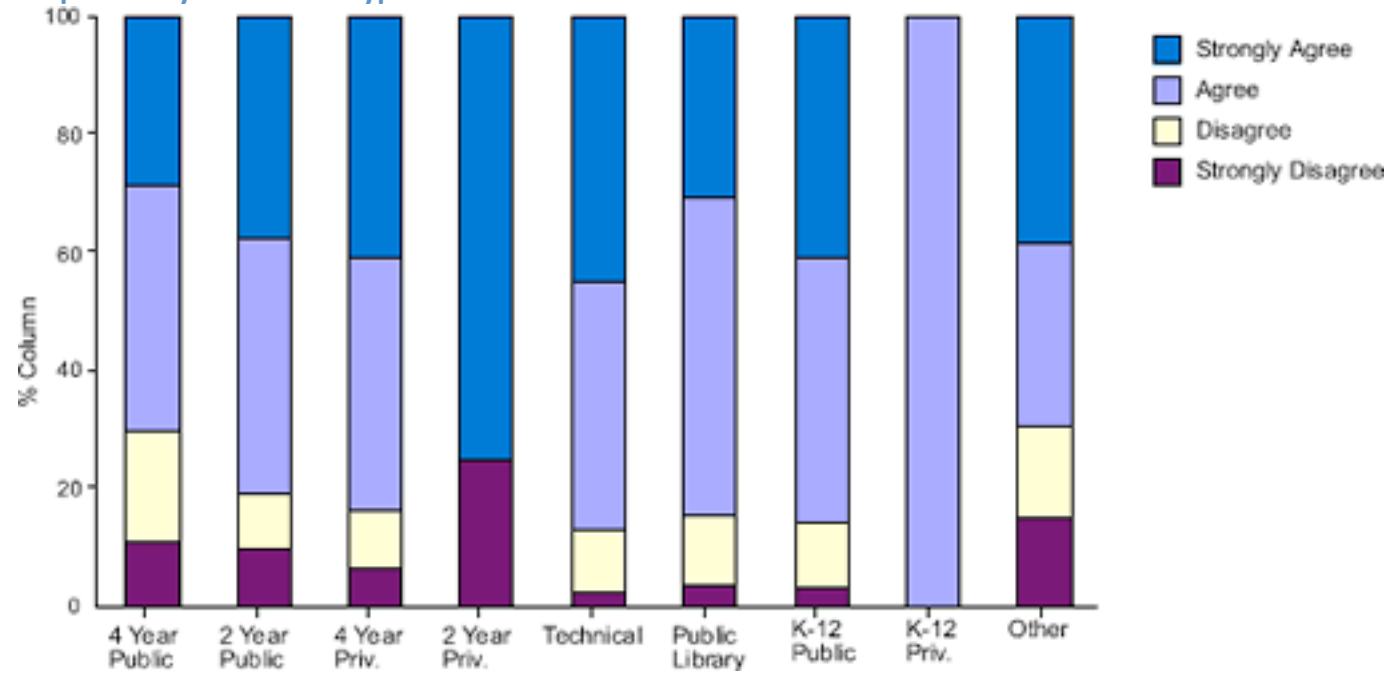
Please indicate your opinion about GALILEO

Topic: I found it easy to use GALILEO
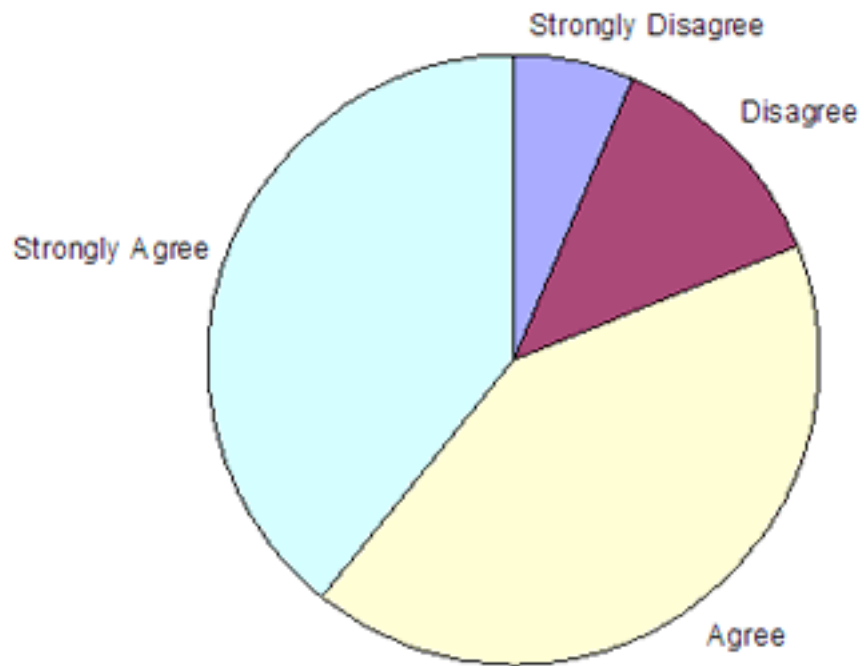
	Count	Percent
Strongly Agree	334	39.2%
Agree	357	42.0%
Disagree	105	12.3%
Strongly Disagree	55	6.5%
Total	851	100%

Topic: I found it easy to use GALILEO
Responses by Institution Type

	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	43	29.05	61	41.22	27	18.24	17	11.49	148	100.00
2 Year (Pub)	19	37.25	22	43.14	5	9.80	5	9.80	51	100.00
4 Year (Priv)	13	41.94	13	41.94	3	9.68	2	6.45	31	100.00
2 Year (Priv)	3	75.00	0	0.00	0	0.00	1	25.00	4	100.00
Technical	31	44.93	29	42.03	7	10.14	2	2.90	69	100.00
Public Library	25	30.49	44	53.66	10	12.20	3	3.66	82	100.00
K-12 (Pub)	147	40.72	161	44.60	40	11.08	13	3.60	361	100.00
K-12 (Priv)	0	0.00	1	100.00	0	0.00	0	0.00	1	100.00
Other	5	38.46	4	30.77	2	15.38	2	15.38	13	100.00
Total	286	37.63	335	44.08	94	12.37	45	5.92	760	100.00

Topic: I found it easy to use GALILEO

Responses by Type of User
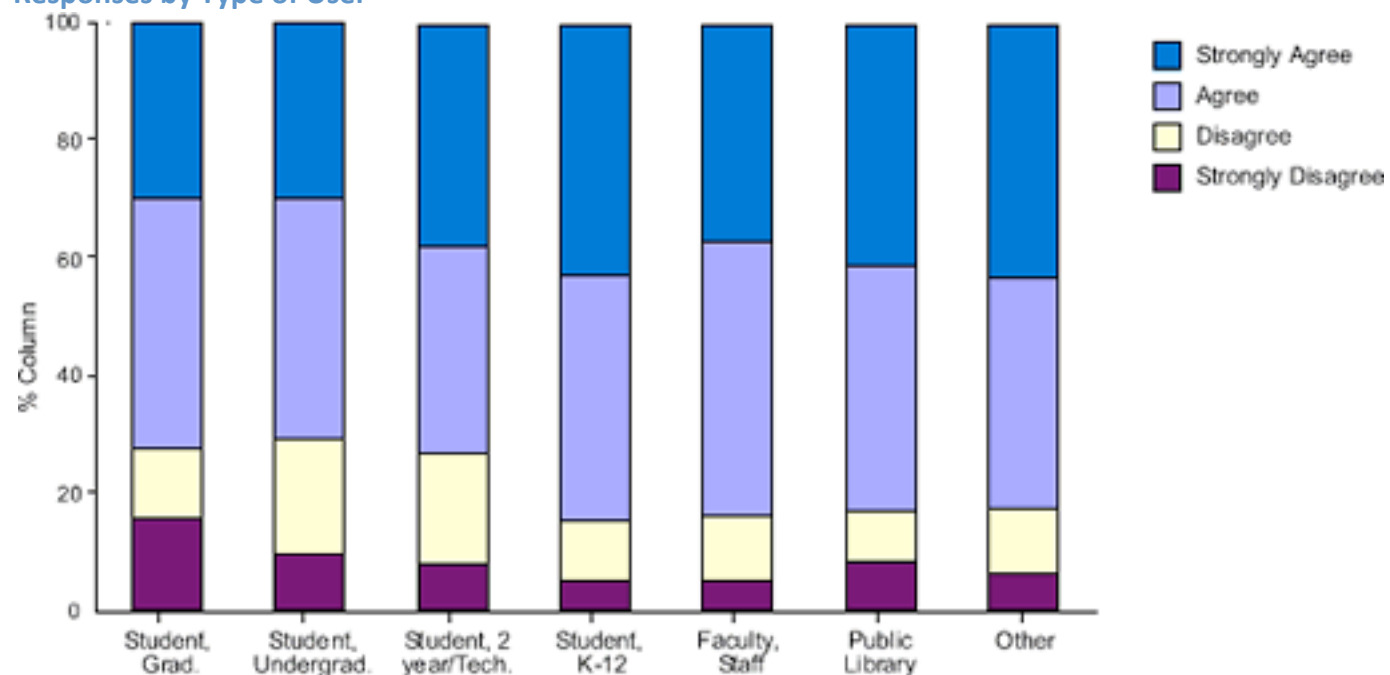
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	19	30.16	27	42.86	7	11.11	10	15.87	63	100.00
Student, Undergraduate	25	30.49	33	40.24	16	19.51	8	9.76	82	100.00
Student, 2 year / Technical	10	38.46	9	34.62	5	19.23	2	7.69	26	100.00
Student, K-12	60	42.86	58	41.43	15	10.71	7	5.00	140	100.00
Faculty/Staff	150	37.31	187	46.52	45	11.19	20	4.98	402	100.00
Public library user	10	41.67	10	41.67	2	8.33	2	8.33	24	100.00
Other	20	43.48	18	39.13	5	10.87	3	6.52	46	100.00
Total	294	37.55	342	43.68	95	12.13	52	6.64	783	100.00

Topic: Using GALILEO databases saved me time
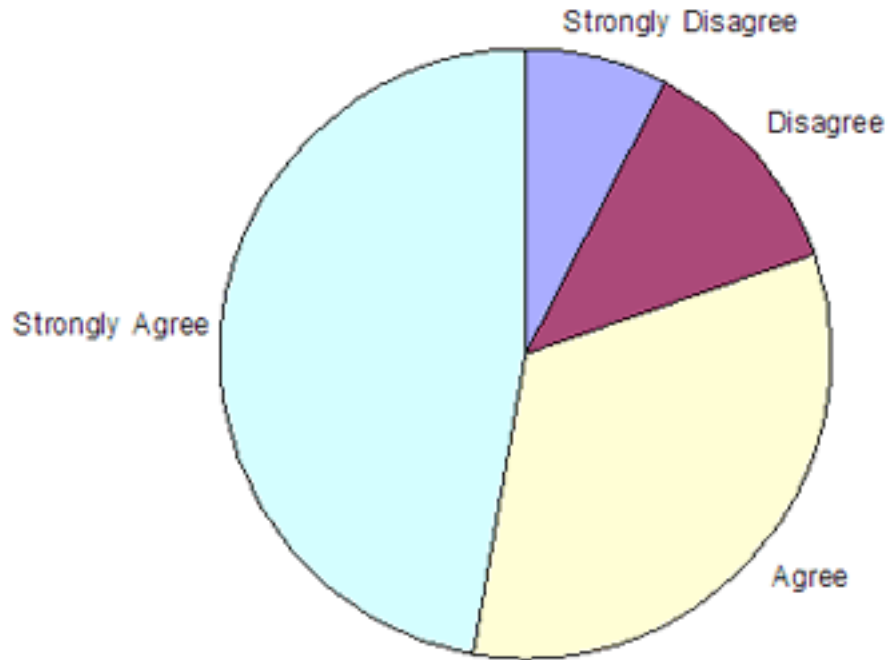
	Count	Percent
Strongly Agree	389	47.2%
Agree	273	33.1%
Disagree	100	12.1%
Strongly Disagree	63	7.6%
Total	825	100%

Topic: Using GALILEO databases saved me time

Responses by Institution Type
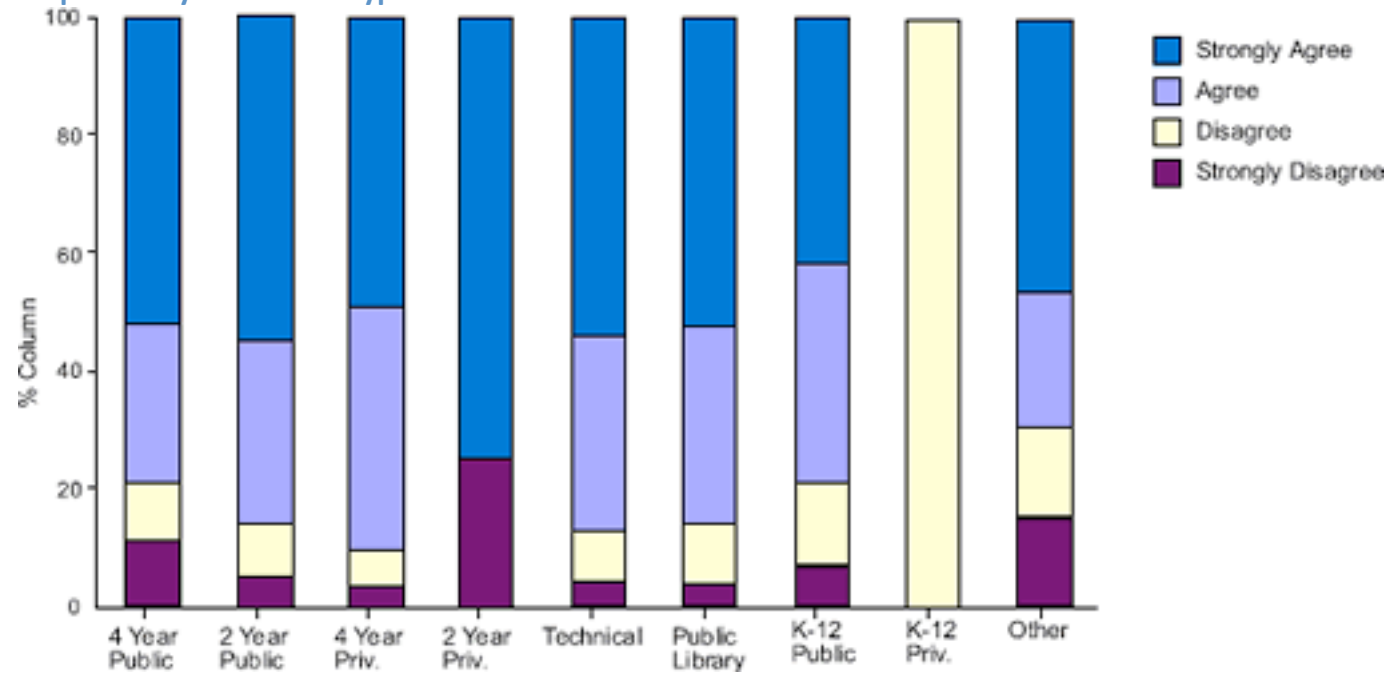
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	78	52.70	39	26.35	14	9.46	17	11.49	148	100.00
2 Year (Pub)	28	54.90	16	31.37	4	7.84	3	5.88	51	100.00
4 Year (Priv)	15	48.39	13	41.94	2	6.45	1	3.23	31	100.00
2 Year (Priv)	3	75.00	0	0.00	0	0.00	1	25.00	4	100.00
Technical	37	53.62	23	33.33	6	8.70	3	4.35	69	100.00
Public Library	43	52.44	27	32.93	9	10.98	3	3.66	82	100.00
K-12 (Pub)	150	41.67	134	37.22	50	13.89	26	7.22	360	100.00
K-12 (Priv)	0	0.00	0	0.00	1	100.00	0	0.00	1	100.00
Other	6	46.15	3	23.08	2	15.38	2	15.38	13	100.00
Total	360	47.43	255	33.60	88	11.59	56	7.38	759	100.00

Topic: Using GALILEO databases saved me time

Responses by Type of User
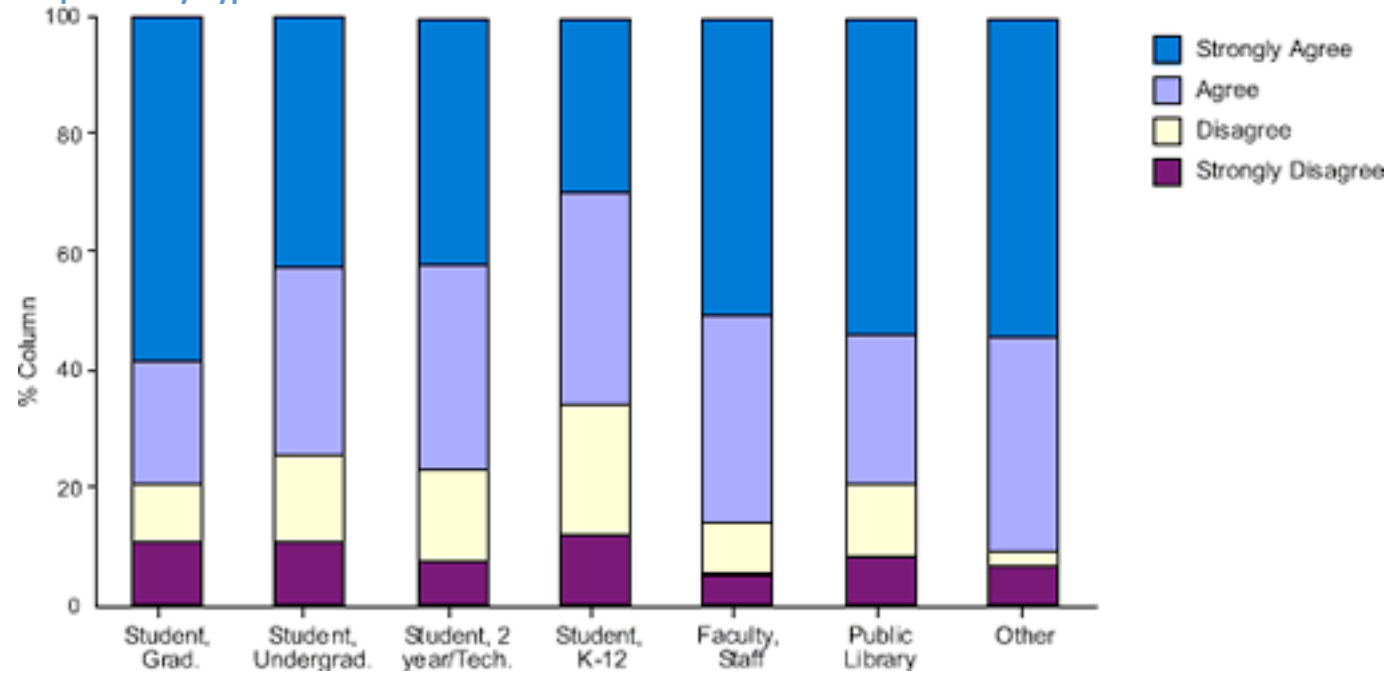
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	37	58.73	13	20.63	6	9.52	7	11.11	63	100.00
Student, Undergraduate	35	42.68	26	31.71	12	14.63	9	10.98	82	100.00
Student, 2 year / Technical	11	42.31	9	34.62	4	15.38	2	7.69	26	100.00
Student, K-12	42	30.00	50	35.71	31	22.14	17	12.14	140	100.00
Faculty/Staff	205	51.12	140	34.91	36	8.98	20	4.99	401	100.00
Public library user	13	54.17	6	25.00	3	12.50	2	8.33	24	100.00
Other	25	54.35	17	36.96	1	2.17	3	6.52	46	100.00
Total	368	47.06	261	33.38	93	11.89	60	7.67	782	100.00

Topic: I think GALILEO is a valuable service
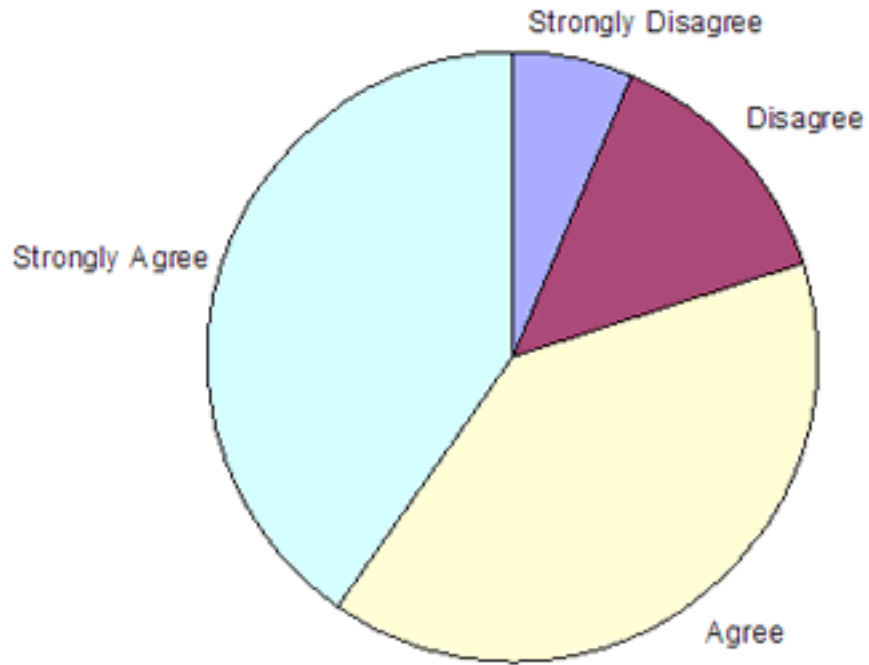
	Count	Percent
Strongly Agree	561	68.2%
Agree	168	20.4%
Disagree	39	4.7%
Strongly Disagree	54	6.6%
Total	822	100%

Topic: I think GALILEO is a valuable service

Responses by Institution Type
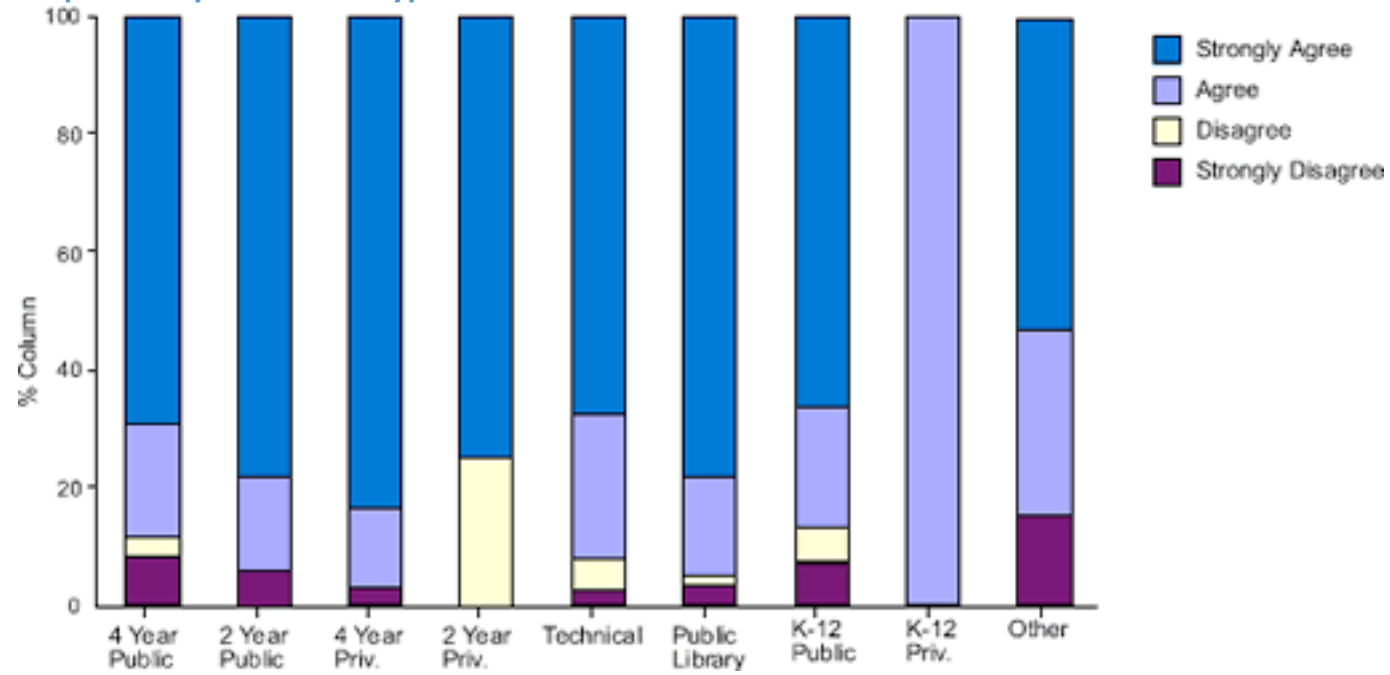
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	102	69.39	28	19.05	4	2.72	13	8.84	147	100.00
2 Year (Pub)	40	78.43	8	15.69	0	0.00	3	5.88	51	100.00
4 Year (Priv)	26	83.87	4	12.90	0	0.00	1	3.23	31	100.00
2 Year (Priv)	3	75.00	0	0.00	1	25.00	0	0.00	4	100.00
Technical	46	67.65	17	25.00	3	4.41	2	2.94	68	100.00
Public Library	64	78.05	14	17.07	1	1.22	3	3.66	82	100.00
K-12 (Pub)	238	66.11	74	20.56	22	6.11	26	7.22	360	100.00
K-12 (Priv)	0	0.00	1	100.00	0	0.00	0	0.00	1	100.00
Other	7	53.85	4	30.77	0	0.00	2	15.38	13	100.00
Total	**526**	**69.48**	**150**	**19.82**	**31**	**4.10**	**50**	**6.61**	**757**	**100.00**

Topic: I think GALILEO is a valuable service

Responses by Type of User
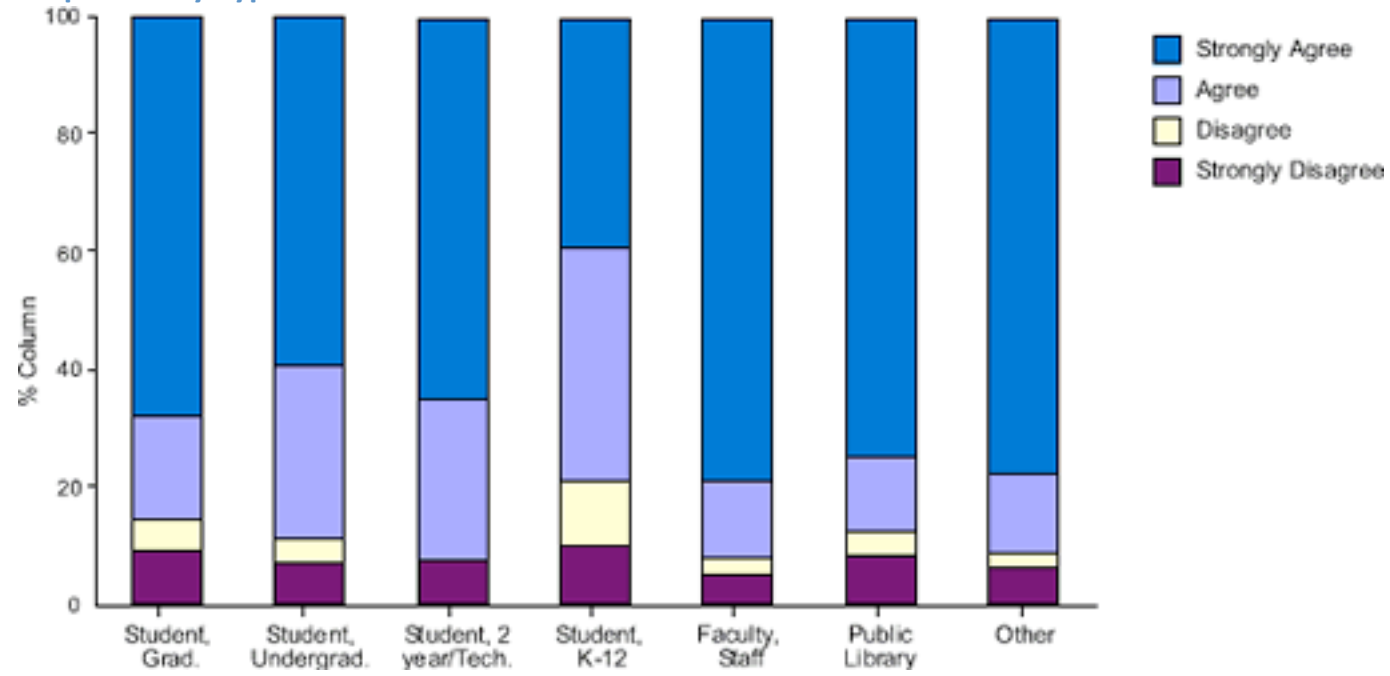
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	43	68.25	11	17.46	3	4.76	6	9.52	63	100.00
Student, Undergraduate	49	59.76	24	29.27	3	3.66	6	7.32	82	100.00
Student, 2 year / Technical	17	65.38	7	26.92	0	0.00	2	7.69	26	100.00
Student, K-12	55	39.57	55	39.57	15	10.79	14	10.07	139	100.00
Faculty/Staff	318	79.50	51	12.75	11	2.75	20	5.00	400	100.00
Public library user	18	75.00	3	12.50	1	4.17	2	8.33	24	100.00
Other	36	78.26	6	13.04	1	2.17	3	6.52	46	100.00
Total	**536**	**68.72**	**157**	**20.13**	**34**	**4.36**	**53**	**6.79**	**780**	**100.00**

Topic: "I think GALILEO response time is acceptable."
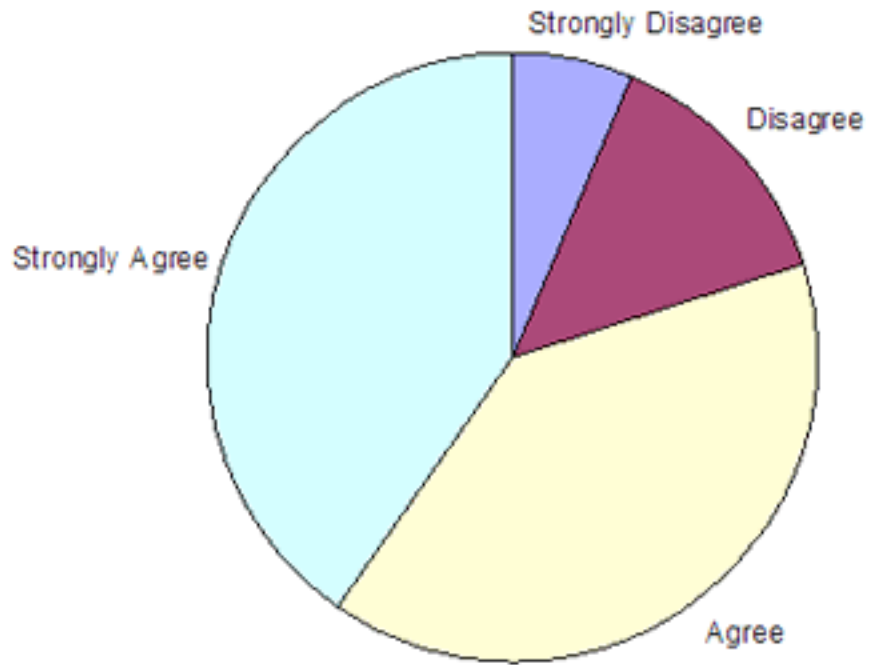
	Count	Percent
Strongly Agree	325	40.2%
Agree	321	39.7%
Disagree	110	13.6%
Strongly Disagree	52	6.4%
Total	808	100%

Topic: "I think GALILEO response time is acceptable."

Responses by Institution Type
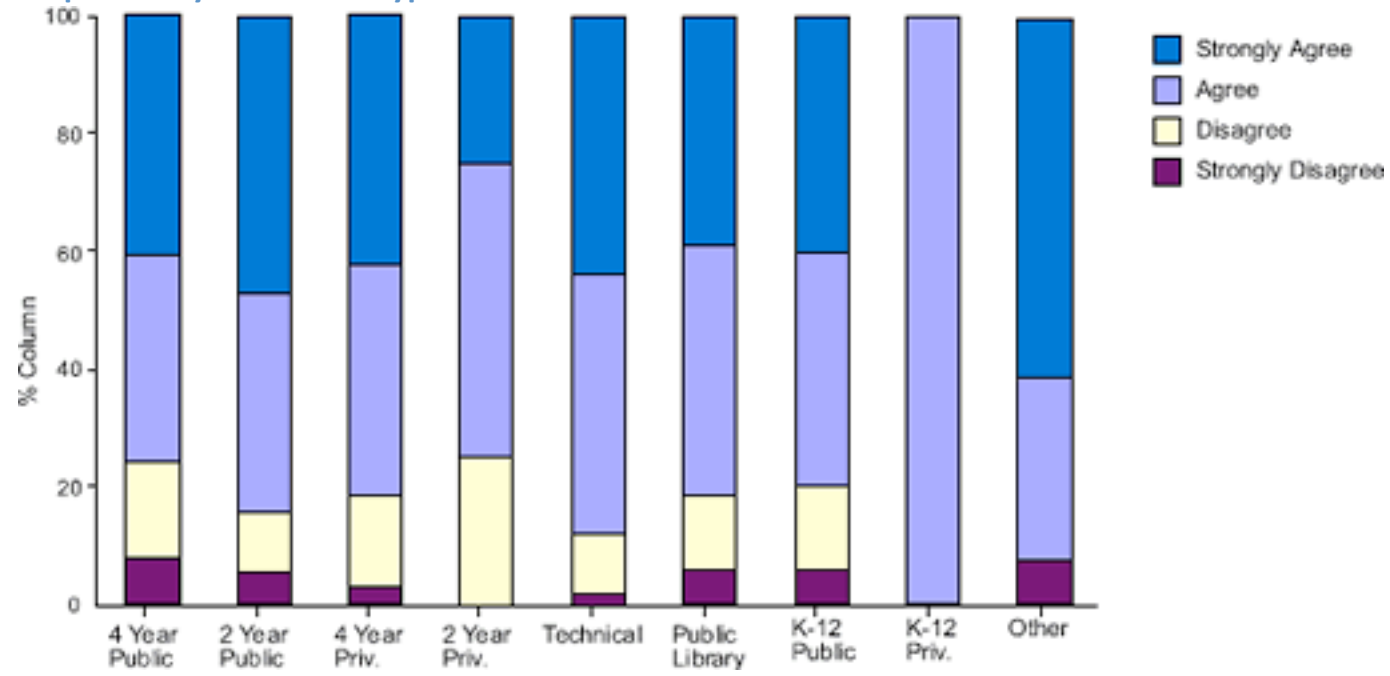
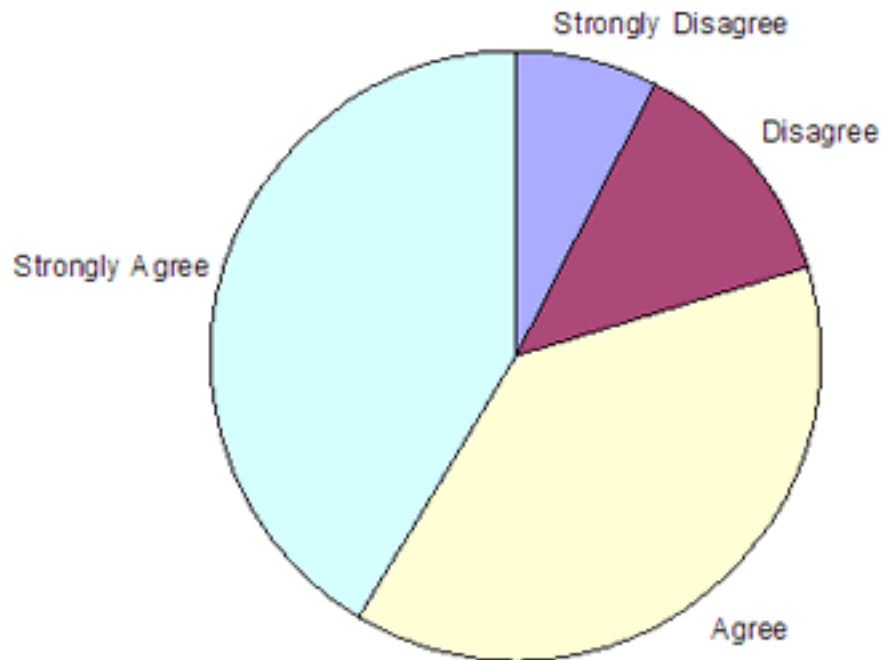|	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	60	41.10	51	34.93	23	15.75	12	8.22	146	100.00
2 Year (Pub)	24	47.06	19	37.25	5	9.80	3	5.88	51	100.00
4 Year (Priv)	13	41.94	12	38.71	5	16.13	1	3.23	31	100.00
2 Year (Priv)	1	25.00	2	50.00	1	25.00	0	0.00	4	100.00
Technical	30	43.48	31	44.93	7	10.14	1	1.45	69	100.00
Public Library	32	39.02	35	42.68	10	12.20	5	6.10	82	100.00
K-12 (Pub)	145	40.50	142	39.66	49	13.69	22	6.15	358	100.00
K-12 (Priv)	0	0.00	1	100.00	0	0.00	0	0.00	1	100.00
Other	8	61.54	4	30.77	0	0.00	1	7.69	13	100.00
Total	**313**	**41.46**	**297**	**39.34**	**100**	**13.25**	**45**	**5.96**	**755**	**100.00**

Topic: "I think GALILEO response time is acceptable."

Responses by Type of User
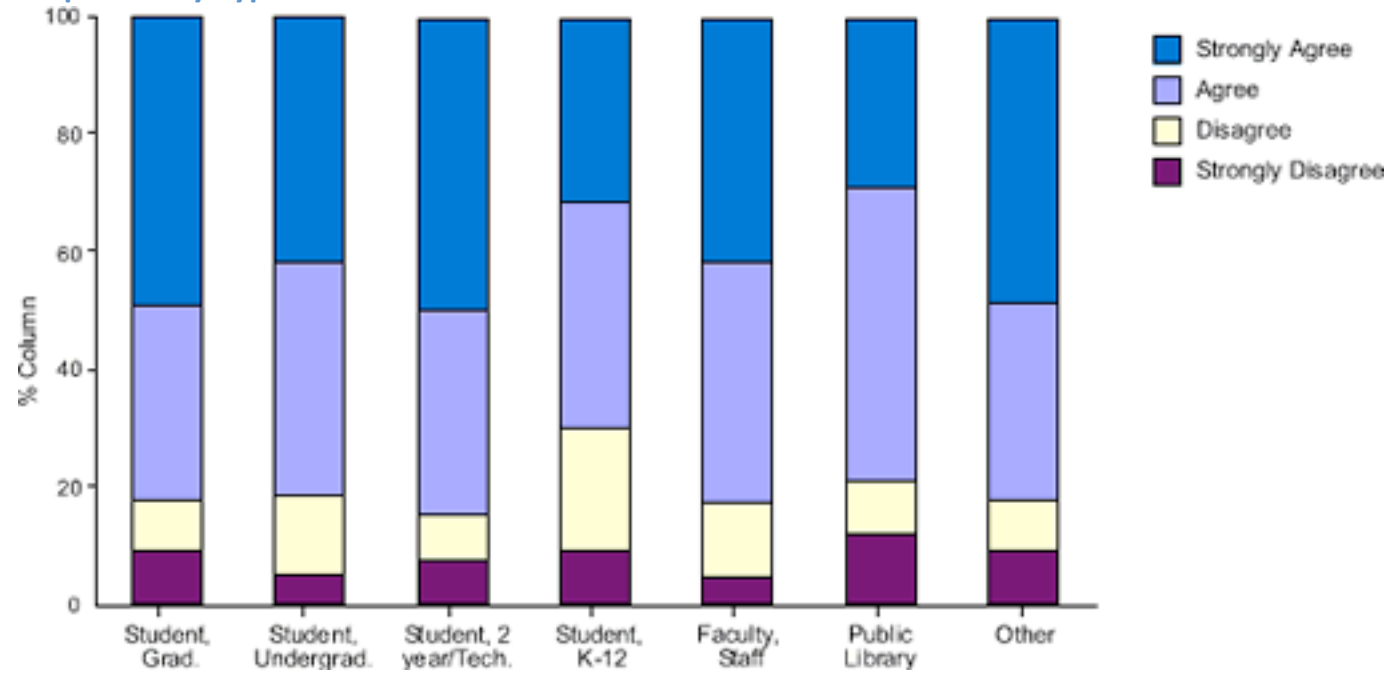
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	31	49.21	21	33.33	5	7.94	6	9.52	63	100.00
Student, Undergraduate	34	41.98	32	39.51	11	13.58	4	4.94	81	100.00
Student, 2 year / Technical	13	50.00	9	34.62	2	7.69	2	7.69	26	100.00
Student, K-12	44	31.43	54	38.57	29	20.71	13	9.29	140	100.00
Faculty/Staff	166	41.81	162	40.81	50	12.59	19	4.79	397	100.00
Public library user	7	29.17	12	50.00	2	8.33	3	12.50	24	100.00
Other	22	48.89	15	33.33	4	8.89	4	8.89	45	100.00
Total	**317**	**40.85**	**305**	**39.30**	**103**	**13.27**	**51**	**6.57**	**776**	**100.00**

Topic: GALILEO met my information needs

	Count	Percent
Strongly Agree	337	41.4%
Agree	311	38.2%
Disagree	105	12.9%
Strongly Disagree	61	7.5%
Total	814	100%

Topic: GALILEO met my information needs
Responses by Institution Type
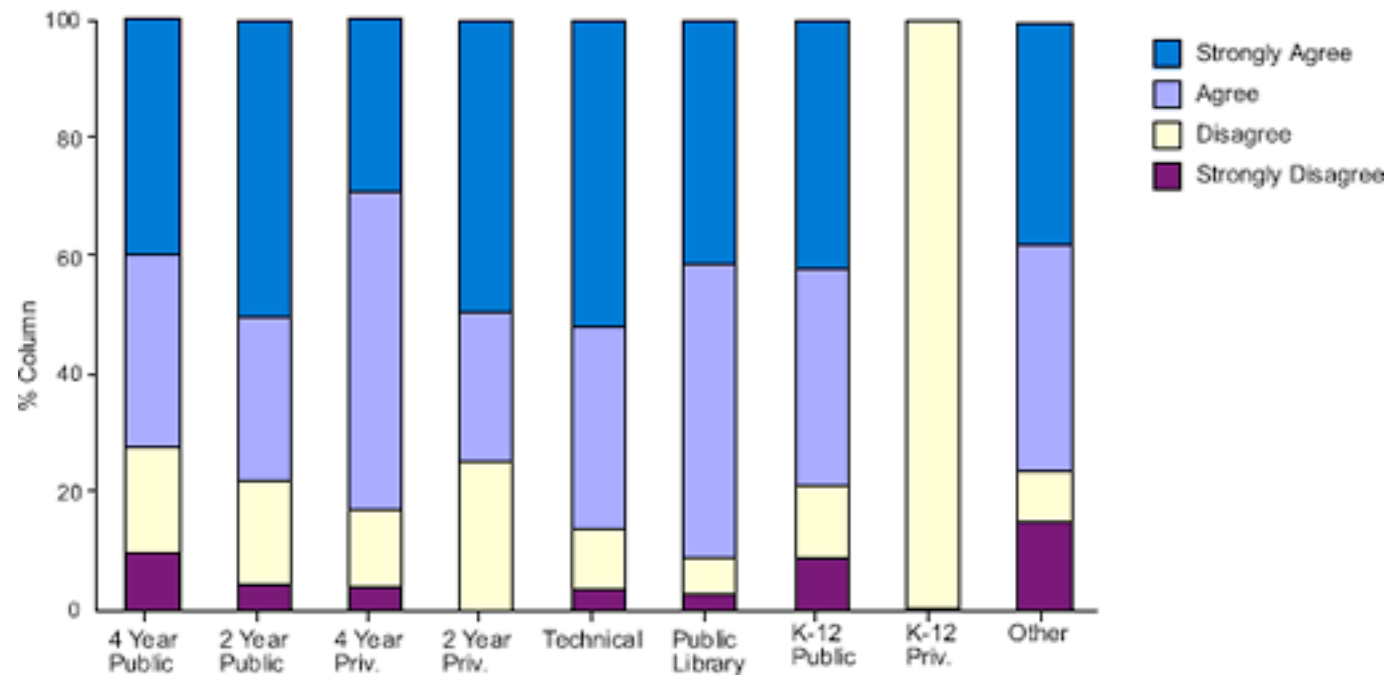
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	**% Row**	**Count**	**% Row**	**Count**	**% Row**	**Count**	**% Row**	**Count**	**% Row**
4 Year (Pub)	59	39.86	49	33.11	26	17.57	14	9.46	148	100.00
2 Year (Pub)	26	50.98	14	27.45	9	17.65	2	3.92	51	100.00
4 Year (Priv)	9	29.03	17	54.84	4	12.90	1	3.23	31	100.00
2 Year (Priv)	2	50.00	1	25.00	1	25.00	0	0.00	4	100.00
Technical	36	52.17	24	34.78	7	10.14	2	2.90	69	100.00
Public Library	34	41.46	41	50.00	5	6.10	2	2.44	82	100.00
K-12 (Pub)	154	42.78	131	36.39	44	12.22	31	8.61	360	100.00
K-12 (Priv)	0	0.00	0	0.00	1	100.00	0	0.00	1	100.00
Other	5	38.46	5	38.46	1	7.69	2	15.38	13	100.00
Total	**325**	**42.82**	**282**	**37.15**	**98**	**12.91**	**54**	**7.11**	**759**	**100.00**

Topic: GALILEO met my information needs

Responses by Type of User
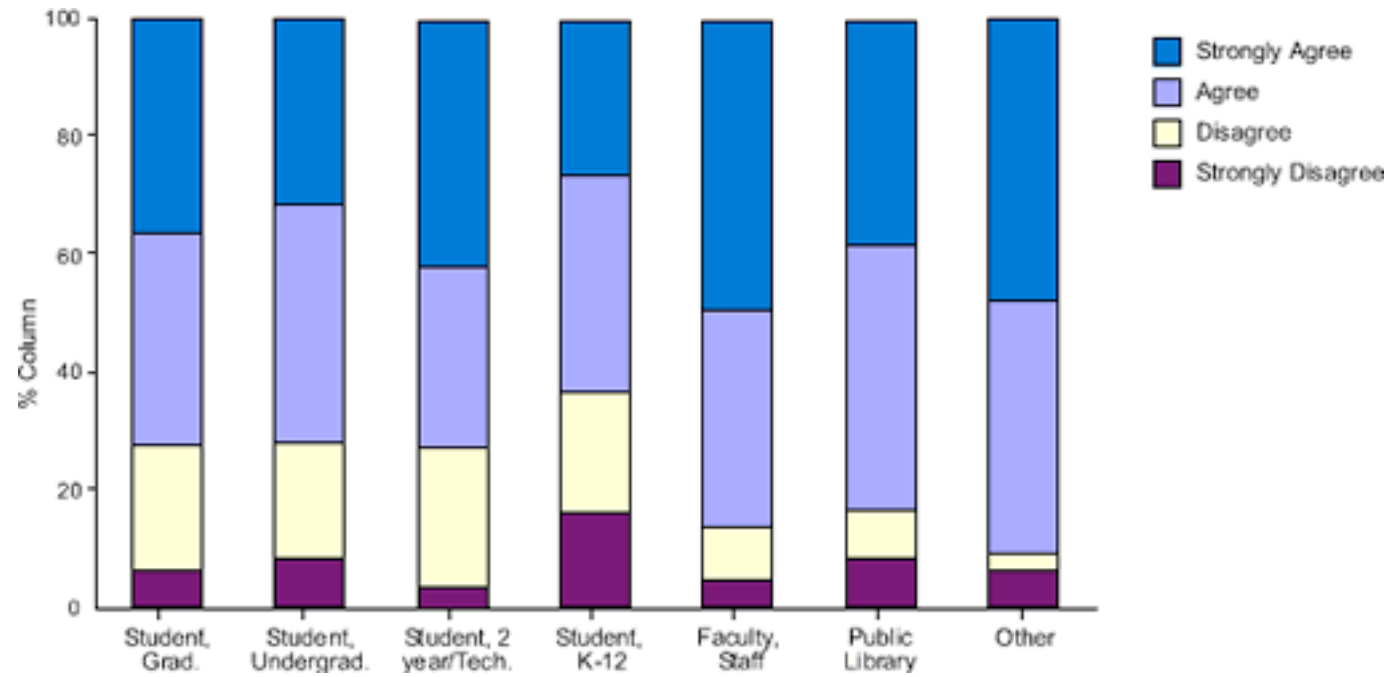
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	23	36.51	23	36.51	13	20.63	4	6.35	63	100.00
Student, Undergraduate	26	31.71	33	40.24	16	19.51	7	8.54	82	100.00
Student, 2 year / Technical	11	42.31	8	30.77	6	23.08	1	3.85	26	100.00
Student, K-12	37	26.43	52	37.14	28	20.00	23	16.43	140	100.00
Faculty/Staff	200	49.88	146	36.41	36	8.98	19	4.74	401	100.00
Public library user	9	37.50	11	45.83	2	8.33	2	8.33	24	100.00
Other	22	47.83	20	43.48	1	2.17	3	6.52	46	100.00
Total	**328**	**41.94**	**293**	**37.47**	**102**	**13.04**	**59**	**7.54**	**782**	**100.00**

Topic: I would recommend GALILEO to a friend
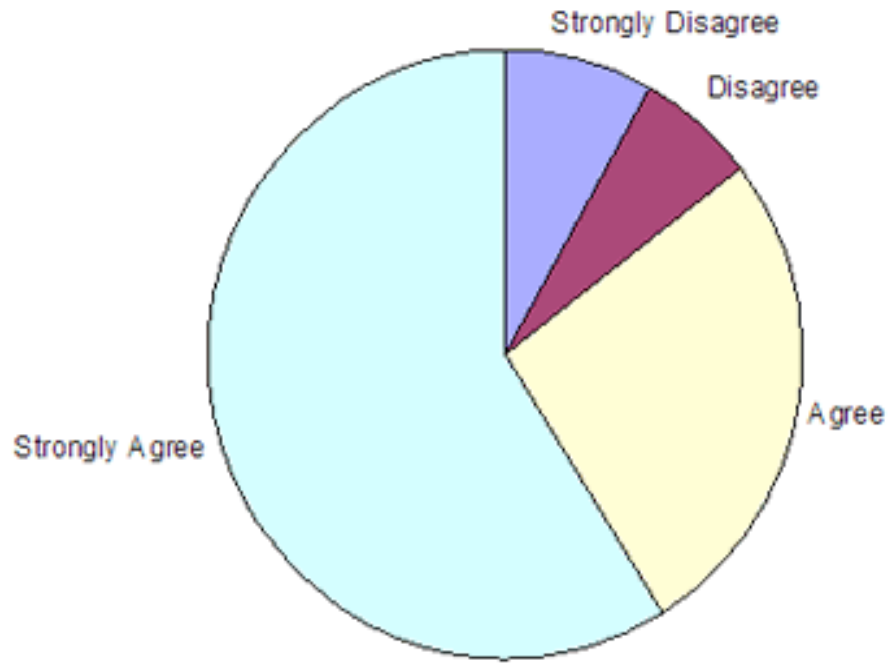
	Count	Percent
Strongly Agree	453	58.9%
Agree	205	26.7%
Disagree	50	6.5%
Strongly Disagree	61	7.9%
Total	769	100%

Topic: I would recommend GALILEO to a friend

Responses by Institution Type
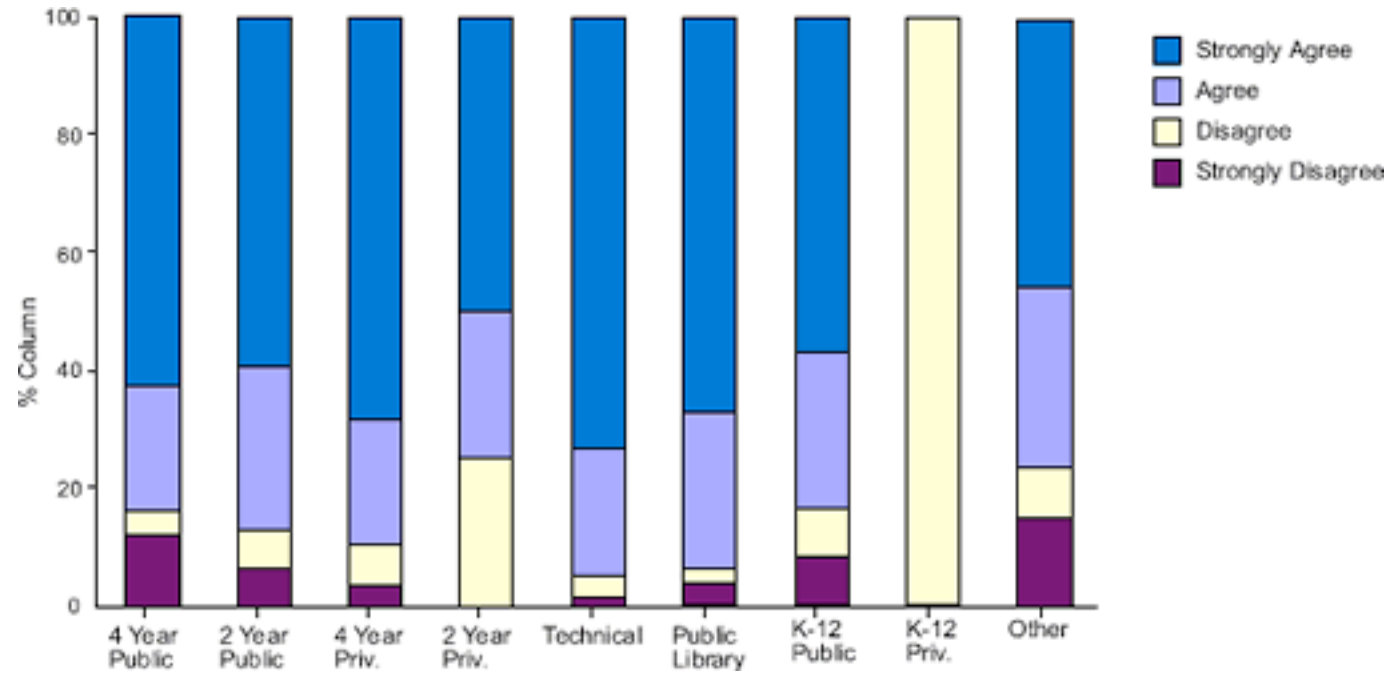
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	87	63.04	29	21.01	6	4.35	16	11.59	138	100.00
2 Year (Pub)	28	59.57	13	27.66	3	6.38	3	6.38	47	100.00
4 Year (Priv)	20	68.97	6	20.69	2	6.90	1	3.45	29	100.00
2 Year (Priv)	2	50.00	1	25.00	1	25.00	0	0.00	4	100.00
Technical	47	73.44	14	21.88	2	3.12	1	1.56	64	100.00
Public Library	54	67.50	21	26.25	2	2.50	3	3.75	80	100.00
K-12 (Pub)	196	57.48	90	26.39	25	7.33	30	8.80	341	100.00
K-12 (Priv)	0	0.00	0	0.00	1	100.00	0	0.00	1	100.00
Other	6	46.15	4	30.77	1	7.69	2	15.38	13	100.00
Total	**440**	**61.37**	**178**	**24.83**	**43**	**6.00**	**56**	**7.81**	**717**	**100.00**

Topic: I would recommend GALILEO to a friend

Responses by Type of User
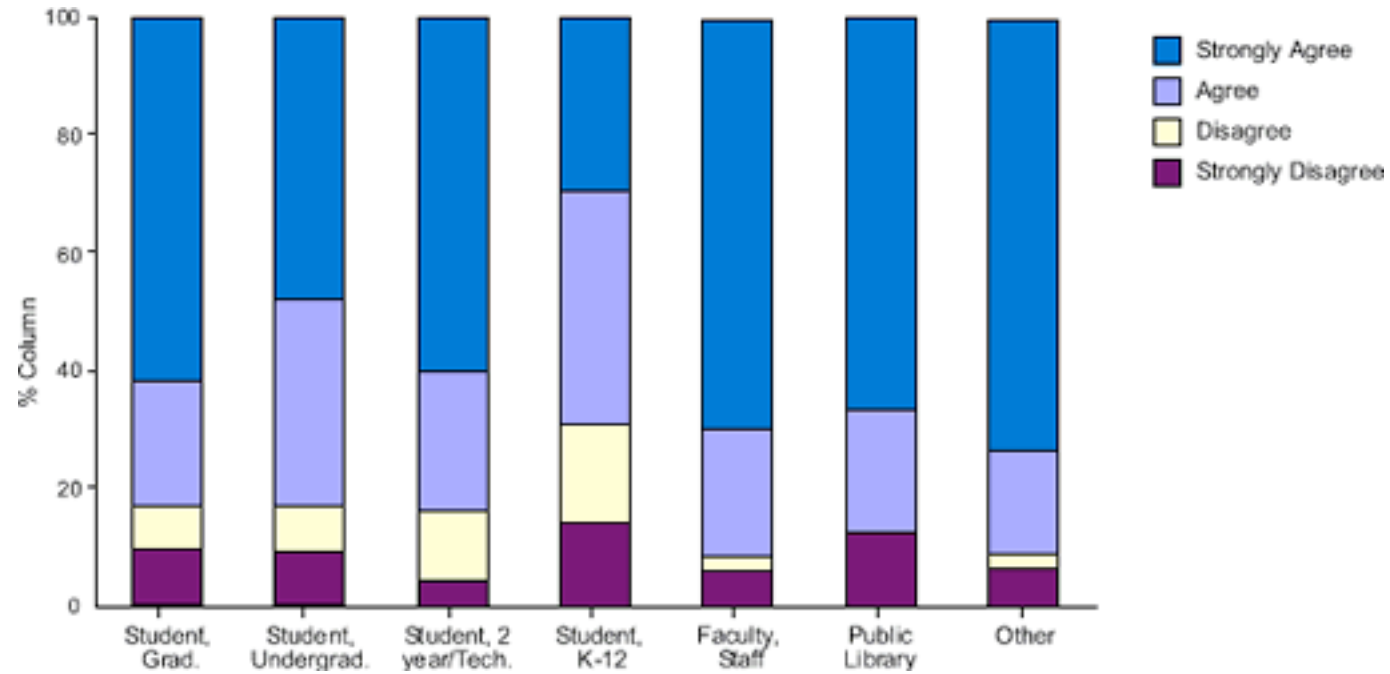
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	37	61.67	13	21.67	4	6.67	6	10.00	60	100.00
Student, Undergraduate	36	47.37	27	35.53	6	7.89	7	9.21	76	100.00
Student, 2 year / Technical	15	60.00	6	24.00	3	12.00	1	4.00	25	100.00
Student, K-12	38	29.23	52	40.00	22	16.92	18	13.85	130	100.00
Faculty/Staff	265	70.29	80	21.22	10	2.65	22	5.84	377	100.00
Public library user	16	66.67	5	20.83	0	0.00	3	12.50	24	100.00
Other	34	73.91	8	17.39	1	2.17	3	6.52	46	100.00
Total	**441**	**59.76**	**191**	**25.88**	**46**	**6.23**	**60**	**8.13**	**738**	**100.00**

I would improve GALILEO by...

The number of usable surveys returned (858) was up significantly from last year (311 in 2001) but still fewer than the year before (1,121 in 2000). Of the 858 respondents, 304 (35%) completed the narrative question, "I would improve GALILEO by..." This question asks users to address perceived shortcomings or areas that need improvement, so it is expected that the number of negative responses will be high; however, 15% of those who answered the question offered positive comments undiluted with suggestions for improvement. Some representative positive comments are below.

- This is a wonderful service!!

- Critical resource! Thanks!!

- Everything is right there for you. I would not change anything.

- GALILEO is an excellent reference resource for my students.

- I always recommend GALILEO first to my students when they are doing research.

- GALILEO seems to be very user-friendly and I found it easy to navigate in the site.

- It is a fantastic resource and I would never want it not to be available to us.

- I have found the ability to access journals published by the American Psychological Association to be extremely helpful since you started that database.

- Thanks for acquiring AncestryPlus. Wish it could be accessible for home use, but I'm not complaining.

- It rocks!

In the last three years, requests to "simplify" have outnumbered all other comments. A contributing reason for this is that the vocabulary term "simplify" is used to define a variety of terms and expressions used in the comments, including the difficulty of selecting from and negotiating the extensive resources in GALILEO, as well as the suggestion to be more user-friendly. In 2002, the number of responses in this vein was appreciably lower at 17% than last year's 45%. The lower number may be partly due to a redesign of the home page and subject menus in July 2002 Sixteen percent of the respondents made comments

about the home page. Most of the users who commented found the new interface an improvement. Of those who commented on the home page interface, 12% preferred the "old" look. Below are representative comments about the new interface.

- The new GALILEO face has taken some getting used to but once you are familiar with it, it is very functional.

- The improvements to GALILEO's home page have made it easier for students to access information. My students and I particularly like having a button to EBSCOhost on the first page.

- As someone who has used at least two of the GALILEO home pages, I admit that I am not yet sold on the new(er) version.

Another reason for the lower number of comments labeled "simplify" may be the launch of GALILEO Kids in September 2002. Only 4% of respondents commented on this new page geared to upper elementary and middle school users, but the site had only been in place for two months when the survey took place. There were no negative comments about GALILEO Kids. Below are some of the comments.

- Kids' GALILEO was a great idea. We needed an easier way for K-12 to use the database.

- The Kids' version is a really good front end for our students.

- I find the new GALILEO Kids' Page very helpful for middle school students.

- Thanks for greatly improving the kids' interface. They are so much more eager to use GALILEO now.

Thirty-nine percent of the respondents were concerned about content. Of those, 47% want expanded resources in general ("more full text" or "more databases"), and 53% mentioned specific subjects, such as literature and sciences, or specific products. Specific products mentioned most often were full-text CINAHL (6), Gale literature resources (4), and SIRS Researcher for the K-12 consortium (5).
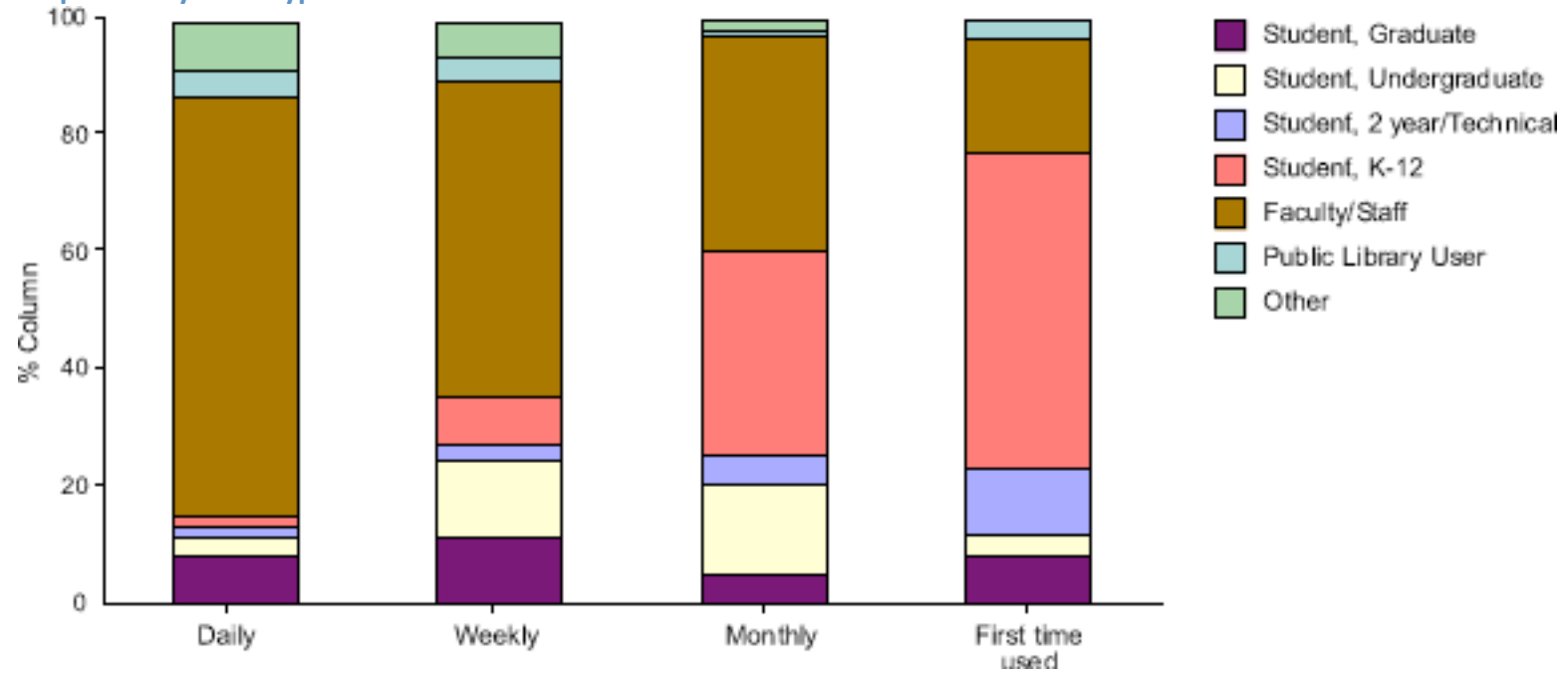
How often do you use GALILEO?

Responses by Institutional Type
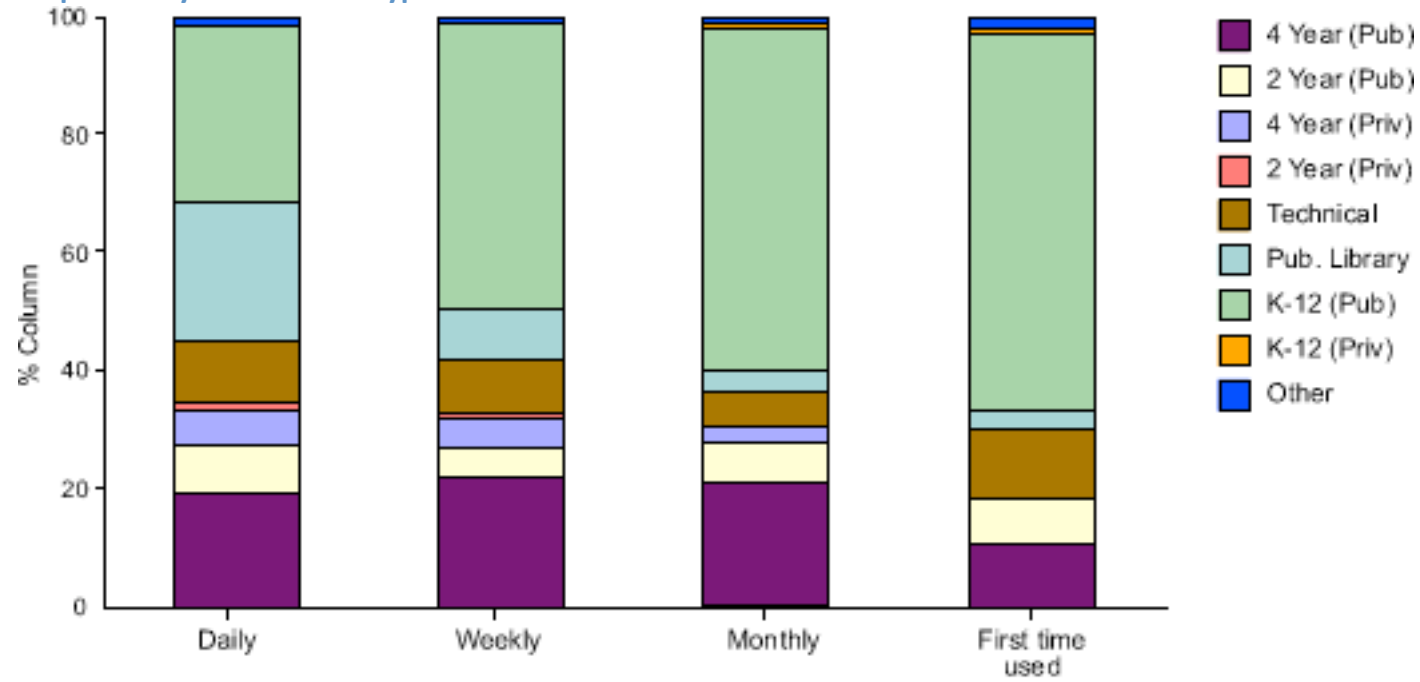
Choice	daily		weekly		monthly		first time used		Row Totals	
	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col
4 Year (Pub)	39	18.84	61	21.79	41	21.13	6	10.00	147	19.84
2 Year (Pub)	18	8.70	15	5.36	13	6.70	5	8.33	51	6.88
4 Year (Priv)	12	5.80	14	5.00	5	2.58	0	0.00	31	4.18
2 Year (Priv)	3	1.45	1	0.36	0	0.00	0	0.00	4	0.54
Technical	22	10.63	26	9.29	12	6.19	7	11.67	67	9.04
Public Library	48	23.19	25	8.93	6	3.09	2	3.33	81	10.93
K-12 (Pub)	62	29.95	134	47.86	115	59.28	38	63.33	349	47.10
K-12 (Priv)	0	0.00	0	0.00	0	0.00	1	1.67	1	0.13
Other	3	1.45	4	1.43	2	1.03	1	1.67	10	1.35
Column Totals	207	100.00	280	100.00	194	100.00	60	100.00	741	100.00

Responses by User Type

% Column

100
80
60
40
20
0

Daily   Weekly   Monthly   First time
used

- Student, Graduate
- Student, Undergraduate
- Student, 2 year/Technical
- Student, K-12
- Faculty/Staff
- Public Library User
- Other

Choice	daily		weekly		monthly		first time used		Row Totals	
	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col
Student, Graduate	16	7.84	33	11.22	9	4.52	5	8.20	63	8.31
Student, Undergraduate	7	3.43	39	13.27	32	16.08	2	3.28	80	10.55
Student, 2 year/Technical	2	0.98	7	2.38	9	4.52	7	11.48	25	3.30
Student, K-12	5	2.45	24	8.16	70	35.18	33	54.10	132	17.41
Faculty/Staff	147	72.06	160	54.42	74	37.19	12	19.67	393	51.85
Public library user	9	4.41	11	3.74	1	0.50	2	3.28	23	3.03
Other	18	8.82	20	6.80	4	2.01	0	0.00	42	5.54
Column Totals	204	100.00	294	100.00	199	100.00	61	100.00	758	100.00

Respondent Demographics

Number of responses by type of user
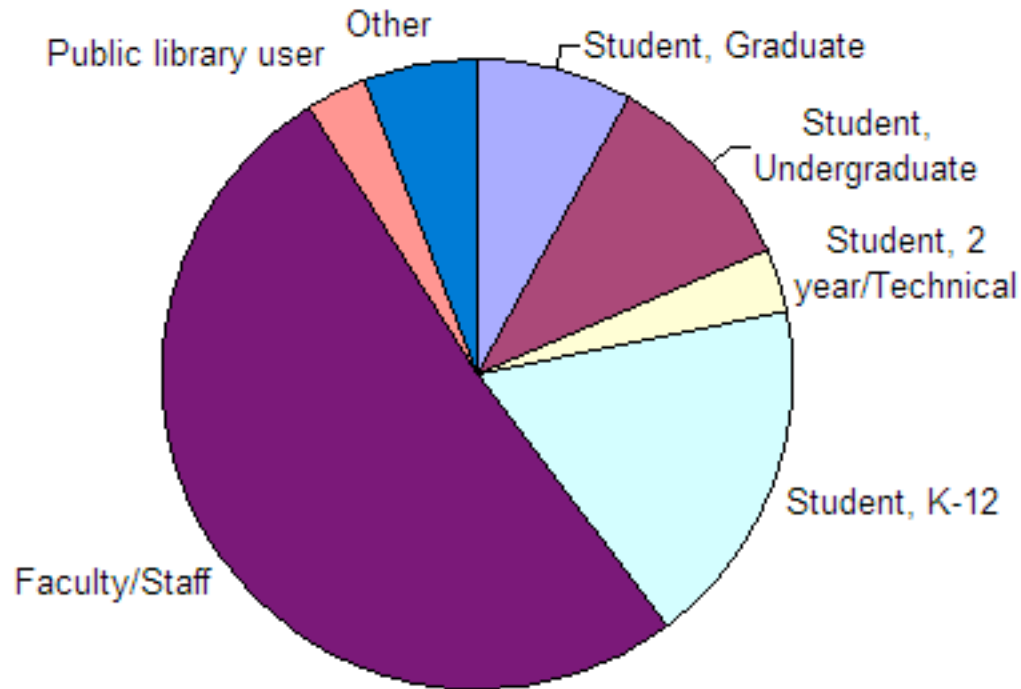
Institution Type	Count	Percent
Student, Graduate	63	8.0%
Student, Undergraduate	83	10.6%
Student, 2 year/Technical	26	3.3%
Student, K-12	140	17.9%
Faculty/Staff	402	51.3%
Public library user	24	3.1%
Other	46	5.9%
Total	784	100%

Number of responses by type of institution
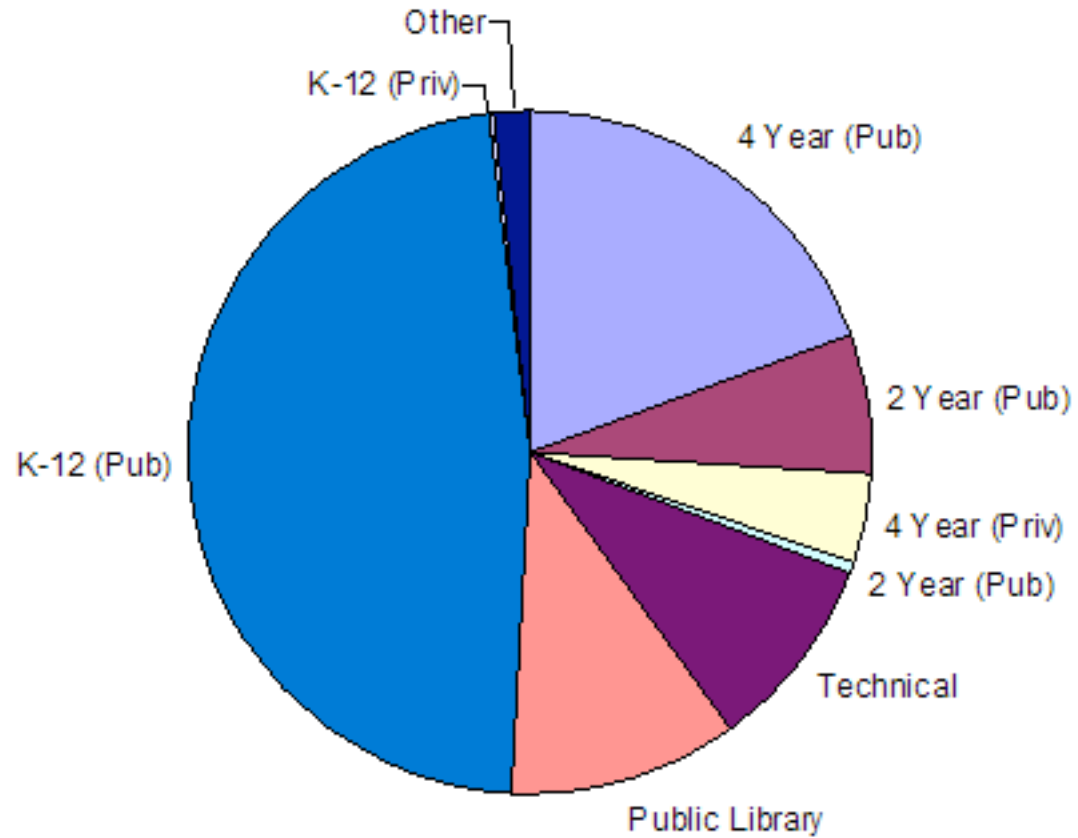
Institution Type	Count	Percent
4 Year (Pub)	148	19.4%
2 Year (Pub)	51	6.7%
4 Year (Priv)	32	4.2%
2 Year (Pub)	4	0.5%
Technical	69	9.1%
Public Library	82	10.8%
K-12 (Pub)	361	47.4%
K-12 (Priv)	1	0.1%
Other	13	1.7%
Total	761	100%

I would improve GALILEO by…

Appendix to Narrative Comments

Analysis for 304 Responses to Question: "I would improve GALILEO by:..."

Coding Categories	Codes	Number of Occurrences	Percentage of 304
Evaluation	p [positive]	45	
	n [negative]	166	
	u [neutral]	75	
	m [mixed]	14	
	a [ambiguous]	4	
	Total	**304**	**(100%)**
Technical	browser issues	1	
	speed	26	
	timeout setting	2	
	plug-ins	5	
	Total	**34**	**(11%)**
Coverage	more full text	20	
	more databases	15	

	currency	2	
	more journals	4	
	more newspapers (full text)	3	
	more encyclopedias	1	
	retrospective coverage	3	
	children's resources	4	
	high school resources	3	
	foreign language materials	1	
	Internet resources	5	
	subject [any/specific db]	2	
	arts	1	
	criminal justice	1	
	music	1	
	literature	5	
	nursing/allied health	8	
	psychology	3	
	sciences	7	

	social sciences	1	
	games	2	
	specific products (1)	28	
	Total	**120**	**(39%)**
Policy	access	1	
	funding	2	
	remote access	5	
	password policy	3	
	URL	1	
	publicity	2	
	Total	**14**	**(5%)**
Interface	home page	48	
	menus	23	
	simplify	53	
	Kids' Page	13	
	link to Kids' Page	3	
	multimedia	3	

	passwords/login	12	
	Total	**155**	**(51%)**
Function	locations/journal lists	3	
	multible db searching	13	
	customize/GLRI	3	
	database function	21	
	direct link to journal/article	3	
	Total	**43**	**(14%)**
Beyond GALILEO's Control (2)	y [yes]	3	
	Total	**3**	**(1%)**
Misconception	y [yes]	6	
	Total	**6**	**(2%)**
Instruction/ Help	y [yes]	20	
	Total	**20**	**(7%)**
Uncodable (3)	u [neutral]	6	
	Total	**6**	**(2%)**

(1) Specific products mentioned once (unless noted otherwise): Atlanta Journal-Constitution; Books in Print + Reviews (for K-12)--2; CINAHL Full-Text--6; Gale--4; JSTOR; SIRS Researcher (for K-12)--5; WorldCat (for K-12)--2.

(2) Beyond GALILEO's Control: Such as a request to change a vendor's proprietary interface.

(3) Uncodable: "allowing professionals and individuals to use it"; "kicking out the college students"; "continue to evaluate K-12 searching."