

GALILEO User Survey 2003 Report

Background

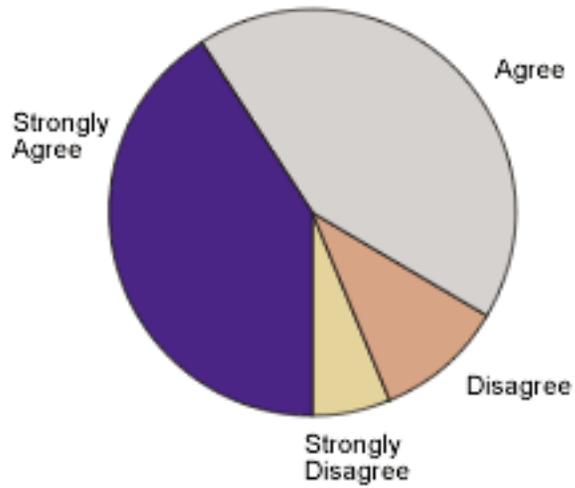
Measuring GALILEO Performance

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 2003 (Saturday, November 15 - Friday, November 21). A total of 593 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.

Topic: "I found it easy to use GALILEO"

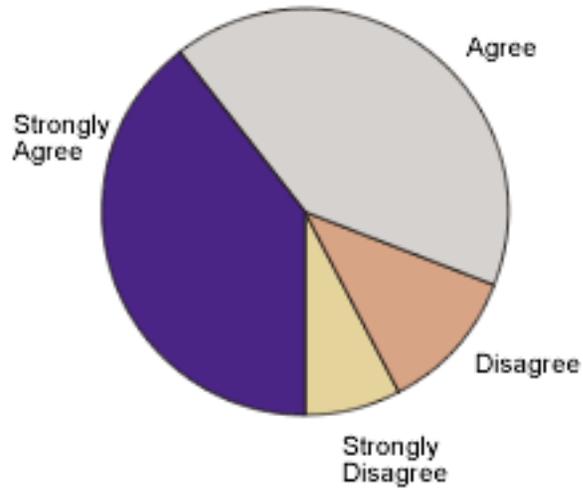
All Responses



	Count	Percent
Strongly Agree	242	40.8%
Agree	253	42.7%
Disagree	61	10.3%
Strongly Disagree	37	6.2%
Total	593	100%
Average response: 3.18 out of 4		

Topic: "I found it easy to use GALILEO"

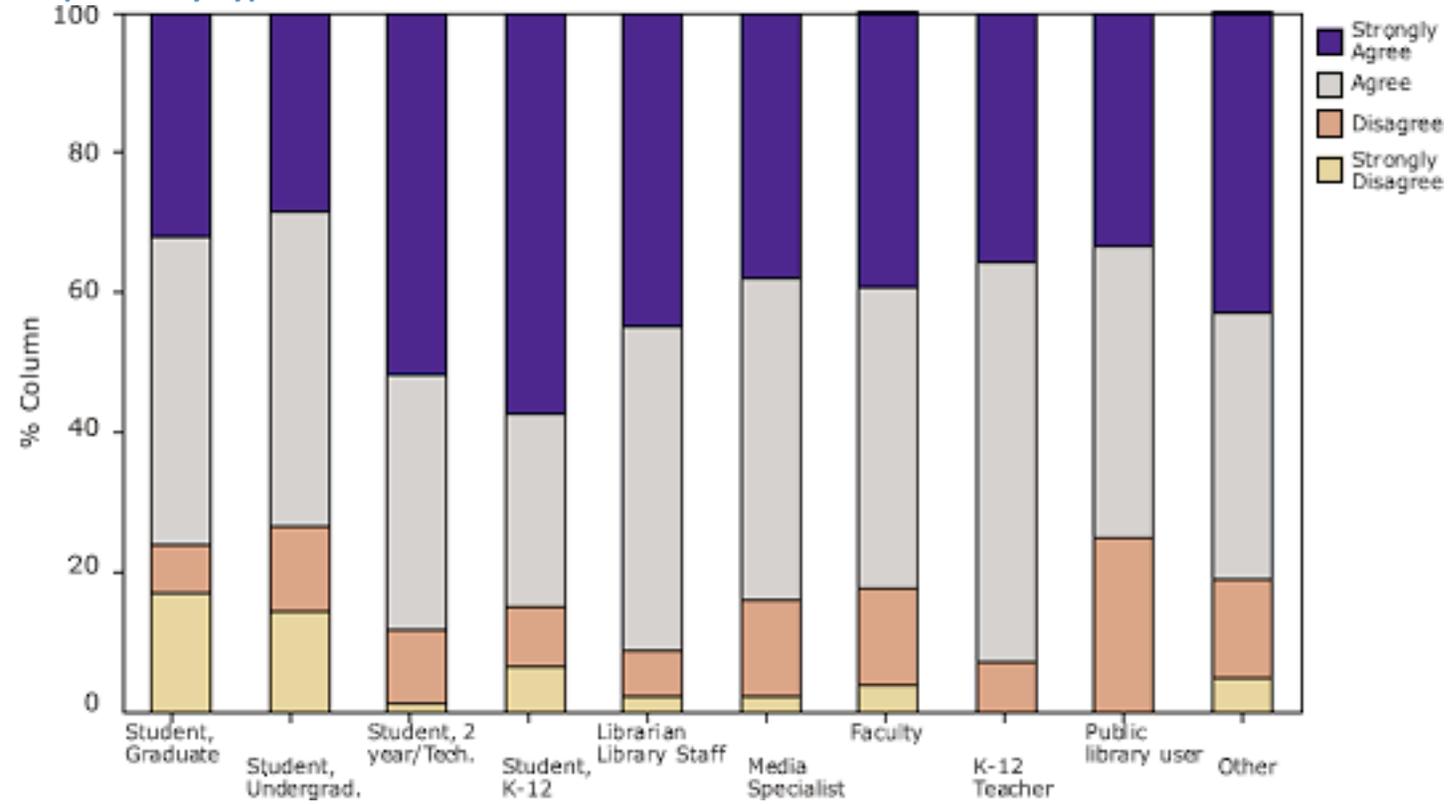
All Responses *except* Librarians / Library Staff



	Count	Percent
Strongly Agree	175	39.4%
Agree	184	41.4%
Disagree	51	11.5%
Strongly Disagree	34	7.7%
Total	444	100%
Average response: 3.13 out of 4		

Topic: "I found it easy to use GALILEO"

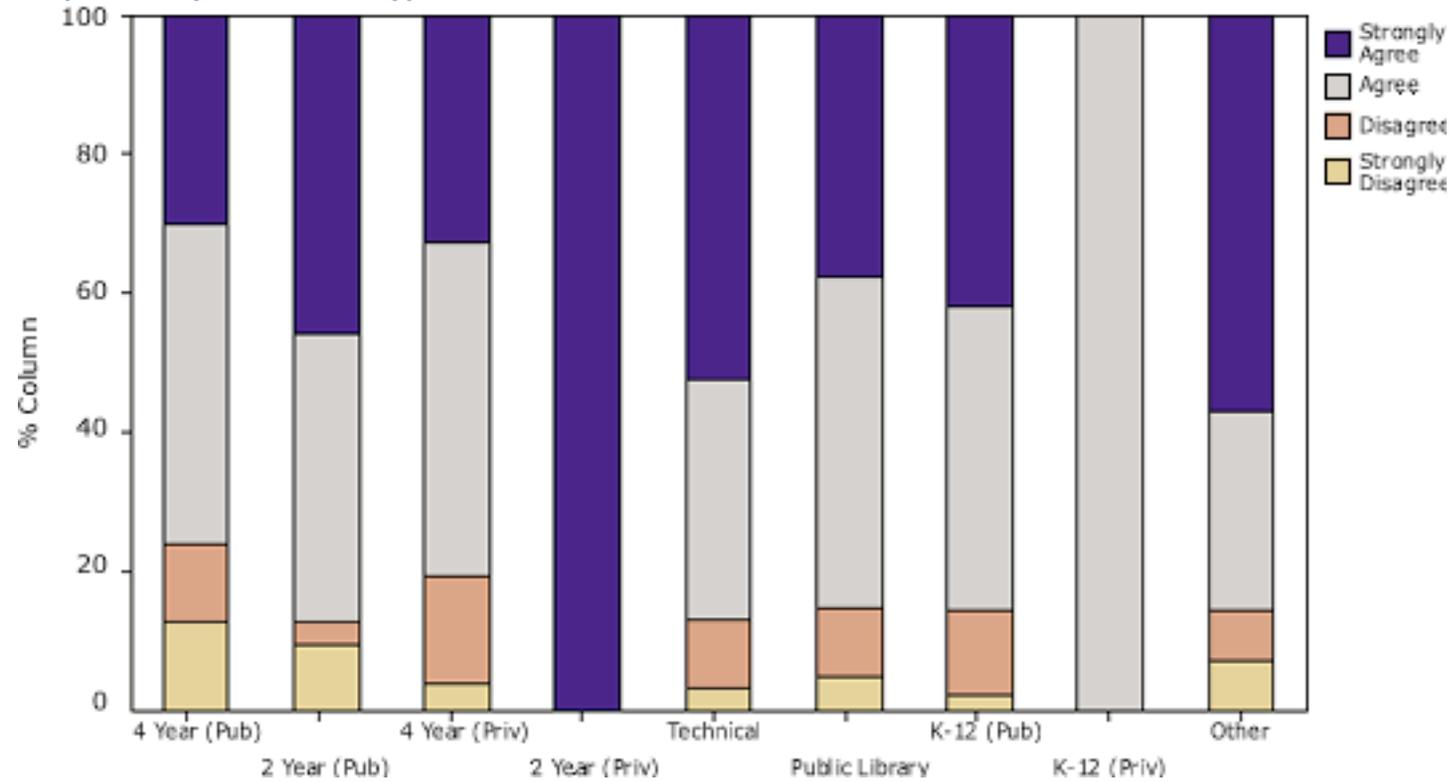
Responses by Type of User



	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	19	32.20	26	44.07	4	6.78	10	16.95	59	100.00
Student, Undergraduate	32	28.32	51	45.13	14	12.39	16	14.16	113	100.00
Student, 2 year / Technical	40	51.95	28	36.36	8	10.39	1	1.30	77	100.00
Student, K-12	27	57.45	13	27.66	4	8.51	3	6.38	47	100.00
Librarian / Library Staff	67	44.97	69	46.31	10	6.71	3	2.01	149	100.00
Media Specialist	19	38.00	23	46.00	7	14.00	1	2.00	50	100.00
Faculty	20	39.22	22	43.14	7	13.73	2	3.92	51	100.00
K-12 Teacher	5	35.71	8	57.14	1	7.14	0	0.00	14	100.00
Public library user	4	33.33	5	41.67	3	25.00	0	0.00	12	100.00
Other	9	42.86	8	38.10	3	14.29	1	4.76	21	100.00
Total	242	40.81	253	42.66	61	10.29	37	6.24	593	100.00

Topic: "I found it easy to use GALILEO"

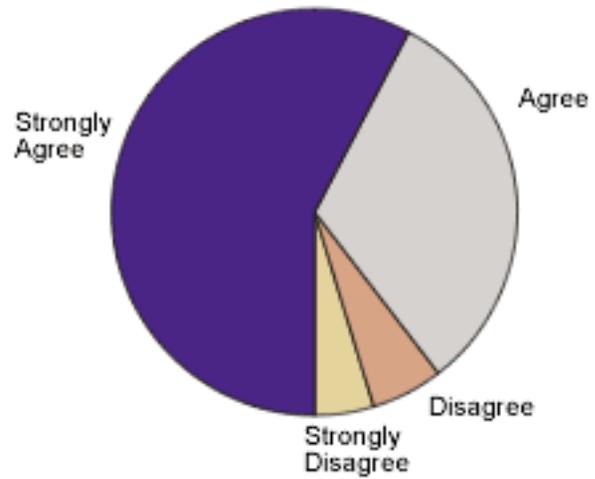
Responses by Institution Type



	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	43	30.07	66	46.15	16	11.19	18	12.59	143	100.00
2 Year (Pub)	29	46.03	26	41.27	2	3.17	6	9.52	63	100.00
4 Year (Priv)	17	32.69	25	48.08	8	15.38	2	3.85	52	100.00
2 Year (Priv)	1	100.00	0	0.00	0	0.00	0	0.00	1	100.00
Technical	65	52.42	43	34.68	12	9.68	4	3.23	124	100.00
Public Library	23	37.70	29	47.54	6	9.84	3	4.92	61	100.00
K-12 (Pub)	56	41.79	59	44.03	16	11.94	3	2.24	134	100.00
K-12 (Priv)	0	0.00	1	100.00	0	0.00	0	0.00	1	100.00
Other	8	57.14	4	28.57	1	7.14	1	7.14	14	100.00
Total	242	40.81	253	42.66	61	10.29	37	6.24	593	100.00

Topic: "Using GALILEO databases saved me time"

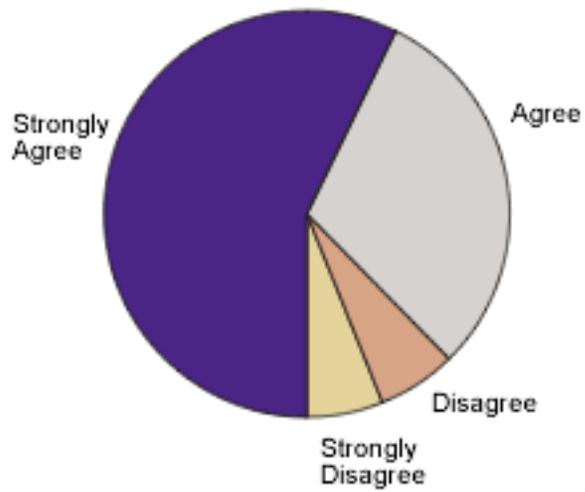
All Responses



	Count	Percent
Strongly Agree	342	57.7%
Agree	189	31.9%
Disagree	34	5.7%
Strongly Disagree	28	4.7%
Total	593	100%
Average response: 3.42 out of 4		

Topic: "Using GALILEO databases saved me time"

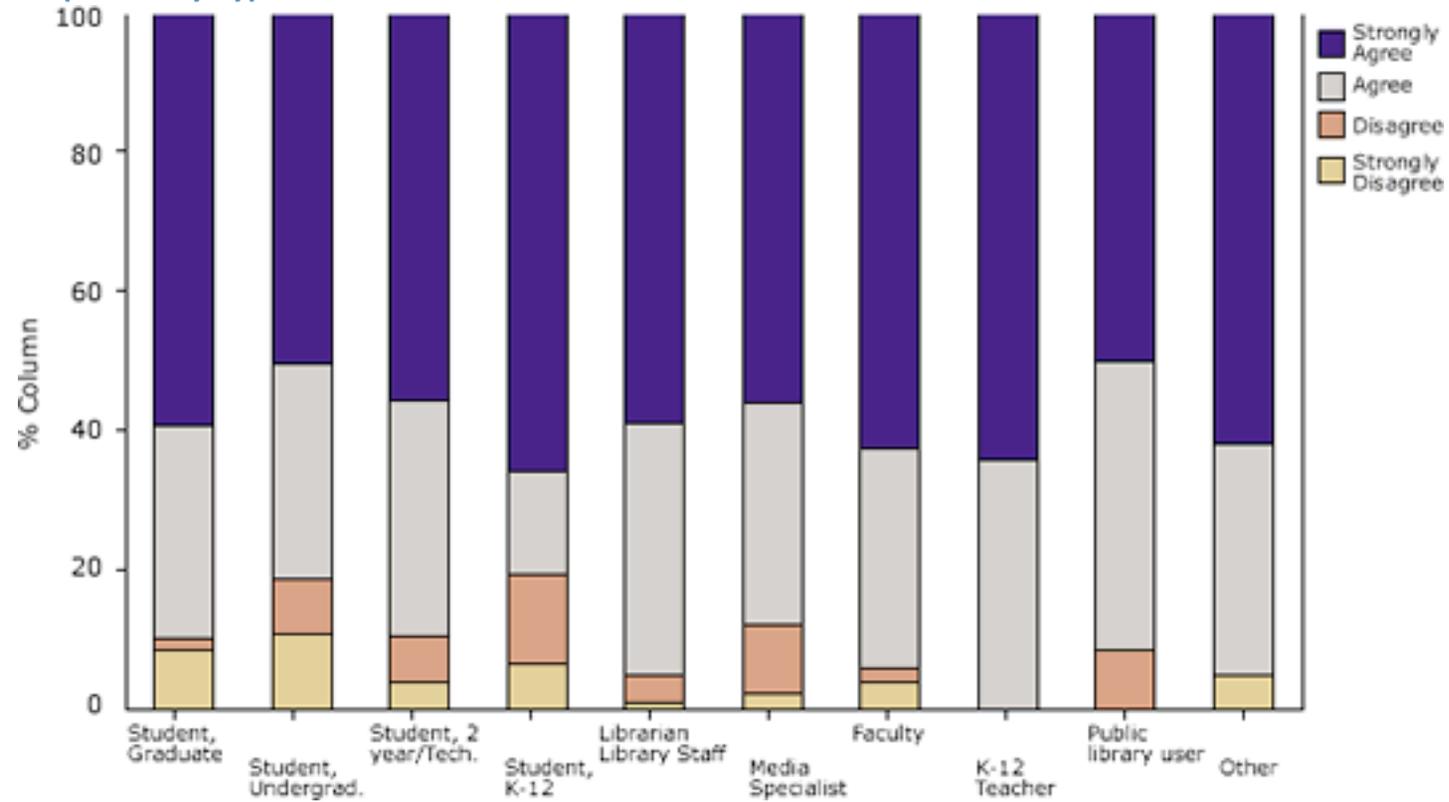
All Responses *except* Librarians / Library Staff



	Count	Percent
Strongly Agree	254	57.2%
Agree	135	30.4%
Disagree	28	6.3%
Strongly Disagree	27	6.1%
Total	444	100%
Average response: 3.39 out of 4		

Topic: "Using GALILEO databases saved me time"

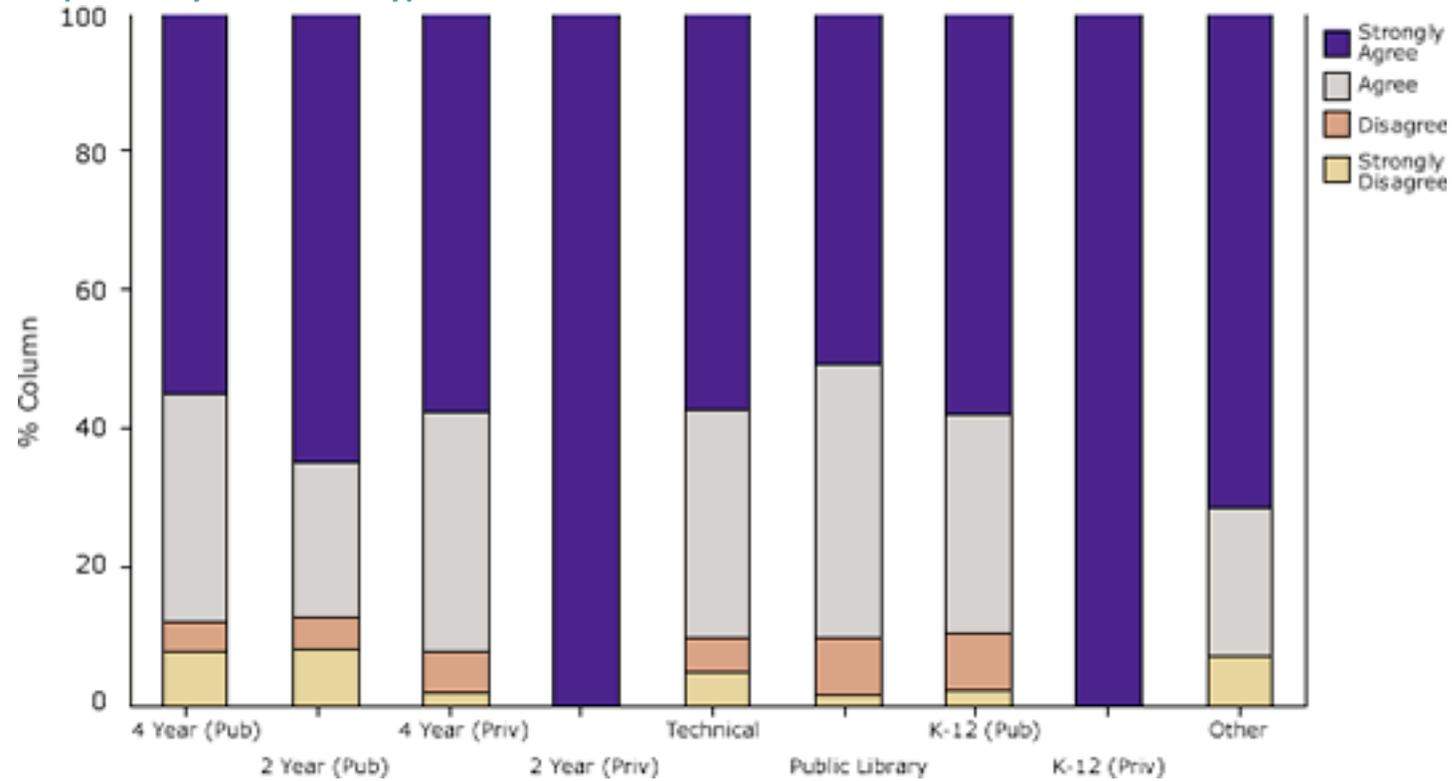
Responses by Type of User



	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	35	59.32	18	30.51	1	1.69	5	8.47	59	100.00
Student, Undergraduate	57	50.44	35	30.97	9	7.96	12	10.62	113	100.00
Student, 2 year / Technical	43	55.84	26	33.77	5	6.49	3	3.90	77	100.00
Student, K-12	31	65.96	7	14.89	6	12.77	3	6.38	47	100.00
Librarian / Library Staff	88	59.06	54	36.24	6	4.03	1	0.67	149	100.00
Media Specialist	28	56.00	16	32.00	5	10.00	1	2.00	50	100.00
Faculty	32	62.75	16	31.37	1	1.96	2	3.92	51	100.00
K-12 Teacher	9	64.29	5	35.71	0	0.00	0	0.00	14	100.00
Public library user	6	50.00	5	41.67	1	8.33	0	0.00	12	100.00
Other	13	61.90	7	33.33	0	0.00	1	4.76	21	100.00
Total	342	57.67	189	31.87	34	5.73	28	4.72	593	100.00

Topic: "Using GALILEO databases saved me time"

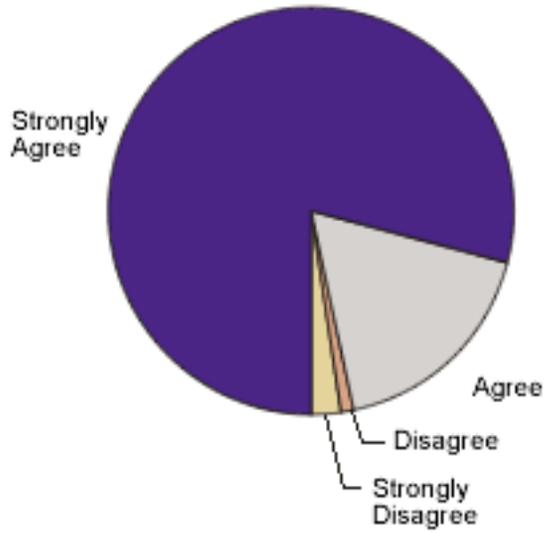
Responses by Institution Type



	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	79	55.24	47	32.87	6	4.20	11	7.69	143	100.00
2 Year (Pub)	41	65.08	14	22.22	3	4.76	5	7.94	63	100.00
4 Year (Priv)	30	57.69	18	34.62	3	5.77	1	1.92	52	100.00
2 Year (Priv)	1	100.00	0	0.00	0	0.00	0	0.00	1	100.00
Technical	71	57.26	41	33.06	6	4.84	6	4.84	124	100.00
Public Library	31	50.82	24	39.34	5	8.20	1	1.64	61	100.00
K-12 (Pub)	78	58.21	42	31.34	11	8.21	3	2.24	134	100.00
K-12 (Priv)	1	100.00	0	0.00	0	0.00	0	0.00	1	100.00
Other	10	71.43	3	21.43	0	0.00	1	7.14	14	100.00
Total	342	57.67	189	31.87	34	5.73	28	4.72	593	100.00

Topic: "I think GALILEO is a valuable service"

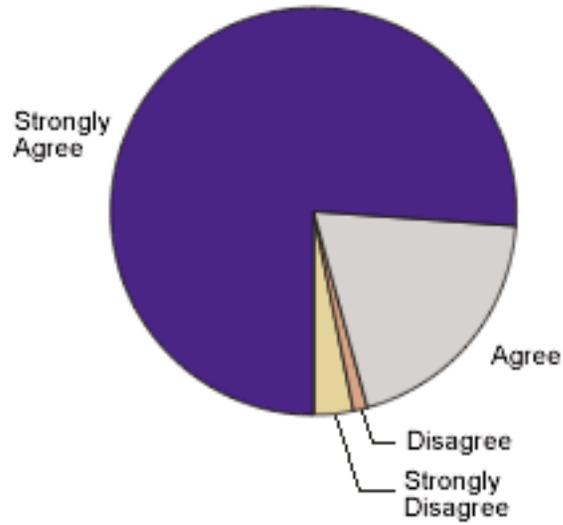
All Responses



	Count	Percent
Strongly Agree	469	79.1%
Agree	104	17.5%
Disagree	6	1.0%
Strongly Disagree	14	2.4%
Total	593	100%
Average response: 3.73 out of 4		

Topic: "I think GALILEO is a valuable service"

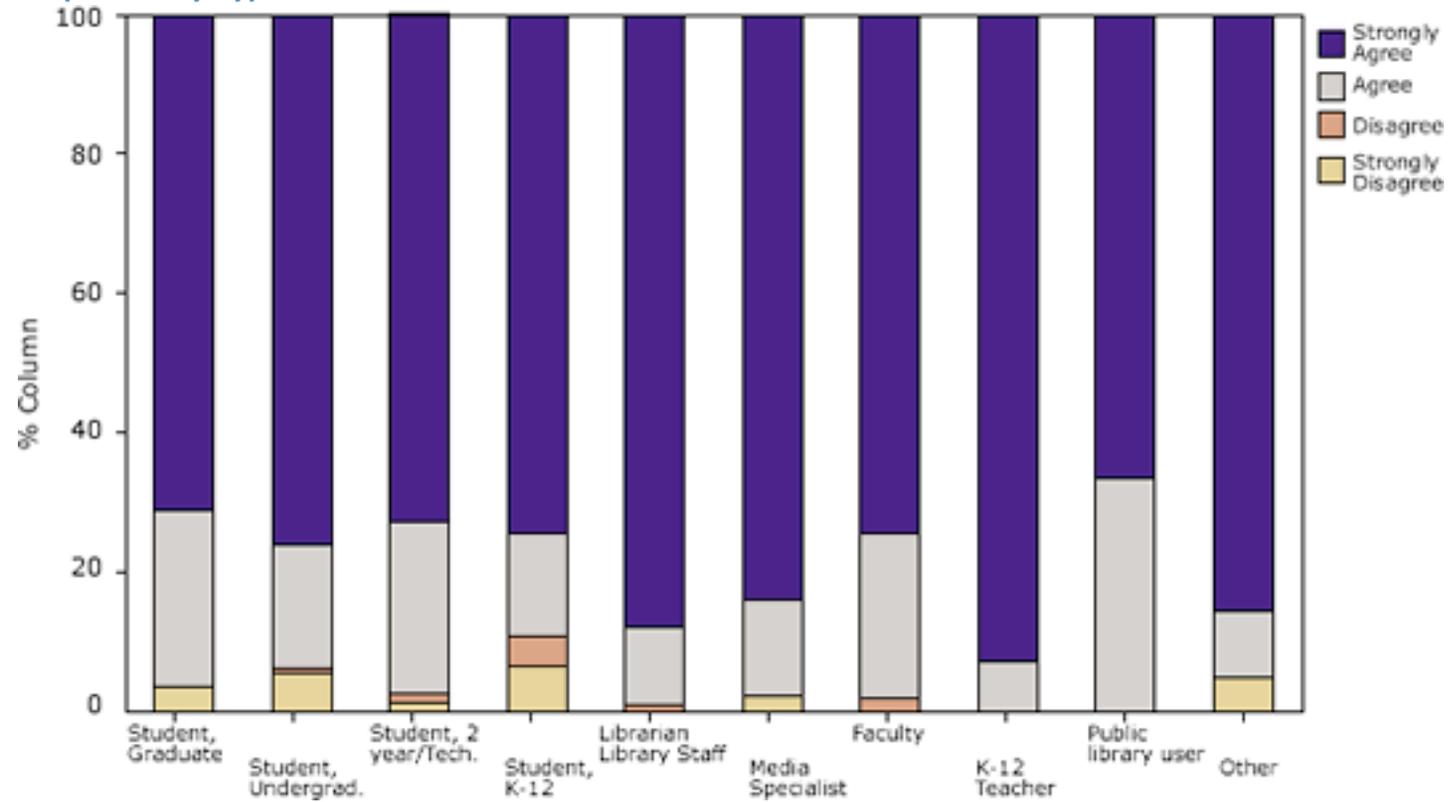
All Responses *except* Librarians / Library Staff



	Count	Percent
Strongly Agree	338	76.1%
Agree	87	19.6%
Disagree	5	1.1%
Strongly Disagree	14	3.2%
Total	444	100%
Average response: 3.69 out of 4		

Topic: "I think GALILEO is a valuable service"

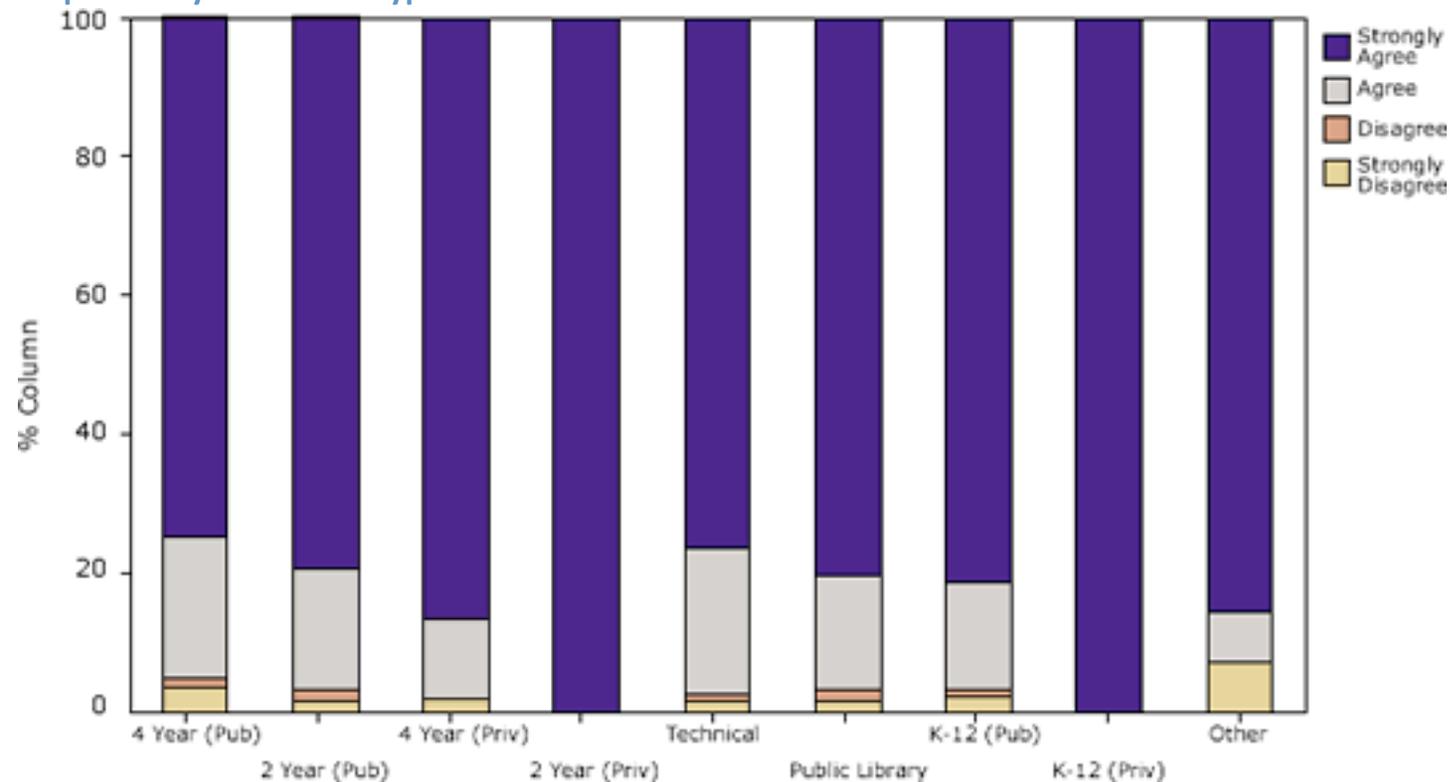
Responses by Type of User



	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	42	71.19	15	25.42	0	0.00	2	3.39	59	100.00
Student, Undergraduate	86	76.11	20	17.70	1	0.88	6	5.31	113	100.00
Student, 2 year / Technical	56	72.73	19	24.68	1	1.30	1	1.30	77	100.00
Student, K-12	35	74.47	7	14.89	2	4.26	3	6.38	47	100.00
Librarian / Library Staff	131	87.92	17	11.41	1	0.67	0	0.00	149	100.00
Media Specialist	42	84.00	7	14.00	0	0.00	1	2.00	50	100.00
Faculty	38	74.51	12	23.53	1	1.96	0	0.00	51	100.00
K-12 Teacher	13	92.86	1	7.14	0	0.00	0	0.00	14	100.00
Public library user	8	66.67	4	33.33	0	0.00	0	0.00	12	100.00
Other	18	85.71	2	9.52	0	0.00	1	4.76	21	100.00
Total	469	79.09	104	17.54	6	1.01	14	2.36	593	100.00

Topic: "I think GALILEO is a valuable service"

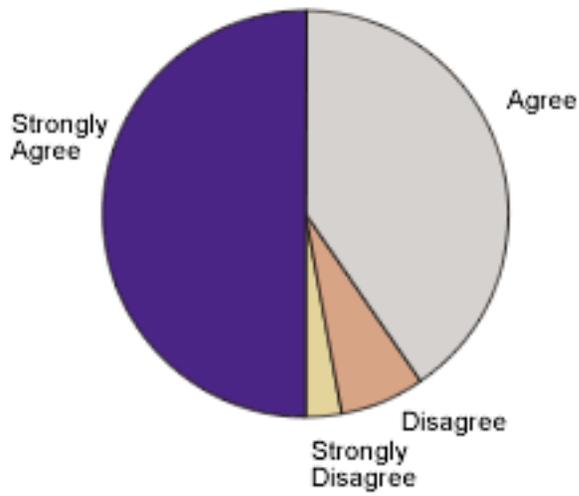
Responses by Institution Type



	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	107	74.83	29	20.28	2	1.40	5	3.50	143	100.00
2 Year (Pub)	50	79.37	11	17.46	1	1.59	1	1.59	63	100.00
4 Year (Priv)	45	86.54	6	11.54	0	0.00	1	1.92	52	100.00
2 Year (Priv)	1	100.00	0	0.00	0	0.00	0	0.00	1	100.00
Technical	95	76.61	26	20.97	1	0.81	2	1.61	124	100.00
Public Library	49	80.33	10	16.39	1	1.64	1	1.64	61	100.00
K-12 (Pub)	109	81.34	21	15.67	1	0.75	3	2.24	134	100.00
K-12 (Priv)	1	100.00	0	0.00	0	0.00	0	0.00	1	100.00
Other	12	85.71	1	7.14	0	0.00	1	7.14	14	100.00
Total	469	79.09	104	17.54	6	1.01	14	2.36	593	100.00

Topic: "I think GALILEO response time is acceptable"

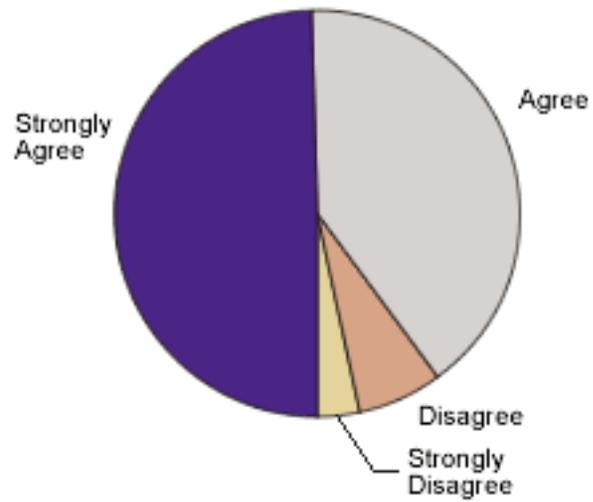
All Responses



	Count	Percent
Strongly Agree	297	50.1%
Agree	239	40.3%
Disagree	40	6.7%
Strongly Disagree	17	2.9%
Total	593	100%
Average response: 3.38 out of 4		

Topic: "I think GALILEO response time is acceptable"

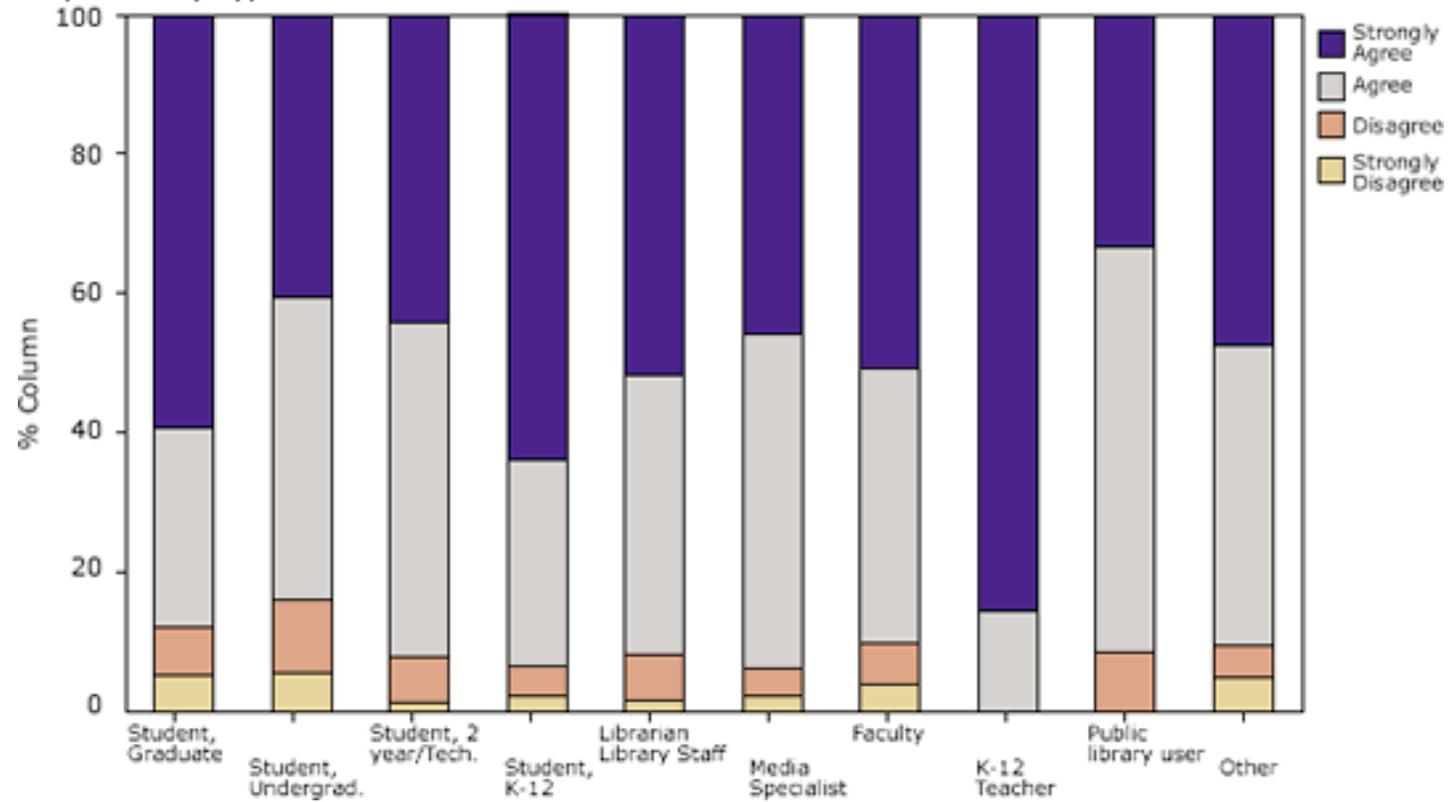
All Responses *except* Librarians / Library Staff



	Count	Percent
Strongly Agree	220	49.5%
Agree	179	40.3%
Disagree	30	6.8%
Strongly Disagree	15	3.4%
Total	444	100%
Average response: 3.36 out of 4		

Topic: "I think GALILEO response time is acceptable"

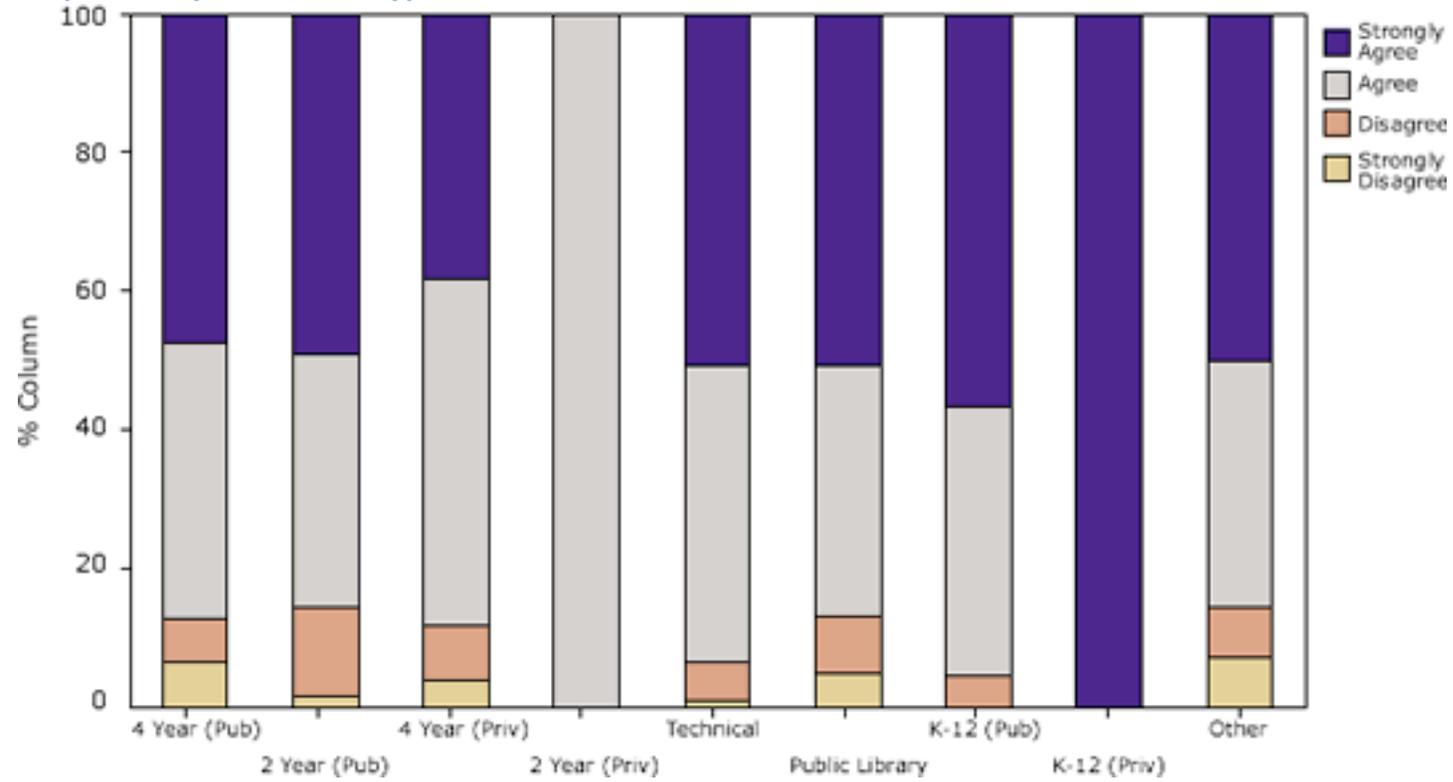
Responses by Type of User



	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	35	59.32	17	28.81	4	6.78	3	5.08	59	100.00
Student, Undergraduate	46	40.71	49	43.36	12	10.62	6	5.31	113	100.00
Student, 2 year / Technical	34	44.16	37	48.05	5	6.49	1	1.30	77	100.00
Student, K-12	30	63.83	14	29.79	2	4.26	1	2.13	47	100.00
Librarian / Library Staff	77	51.68	60	40.27	10	6.71	2	1.34	149	100.00
Media Specialist	23	46.00	24	48.00	2	4.00	1	2.00	50	100.00
Faculty	26	50.98	20	39.22	3	5.88	2	3.92	51	100.00
K-12 Teacher	12	85.71	2	14.29	0	0.00	0	0.00	14	100.00
Public library user	4	33.33	7	58.33	1	8.33	0	0.00	12	100.00
Other	10	47.62	9	42.86	1	4.76	1	4.76	21	100.00
Total	297	50.08	239	40.30	40	6.75	17	2.87	593	100.00

Topic: "I think GALILEO response time is acceptable"

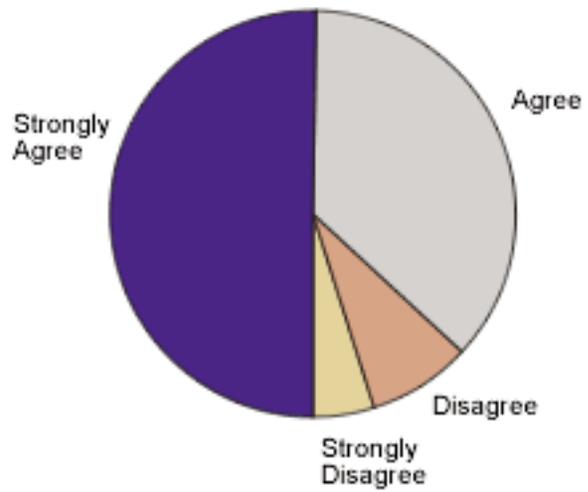
Responses by Institution Type



	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	68	47.55	57	39.86	9	6.29	9	6.29	143	100.00
2 Year (Pub)	31	49.21	23	36.51	8	12.70	1	1.59	63	100.00
4 Year (Priv)	20	38.46	26	50.00	4	7.69	2	3.85	52	100.00
2 Year (Priv)	0	0.00	1	100.00	0	0.00	0	0.00	1	100.00
Technical	63	50.81	53	42.74	7	5.65	1	0.81	124	100.00
Public Library	31	50.82	22	36.07	5	8.20	3	4.92	61	100.00
K-12 (Pub)	76	56.72	52	38.81	6	4.48	0	0.00	134	100.00
K-12 (Priv)	1	100.00	0	0.00	0	0.00	0	0.00	1	100.00
Other	7	50.00	5	35.71	1	7.14	1	7.14	14	100.00
Total	297	50.08	239	40.30	40	6.75	17	2.87	593	100.00

Topic: "GALILEO met my information needs"

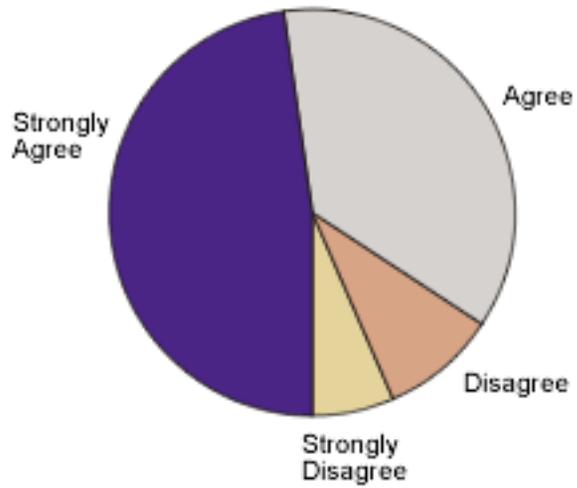
All Responses



	Count	Percent
Strongly Agree	298	50.3%
Agree	217	36.6%
Disagree	49	8.3%
Strongly Disagree	29	4.9%
Total	593	100%
Average response: 3.32 out of 4		

Topic: "GALILEO met my information needs"

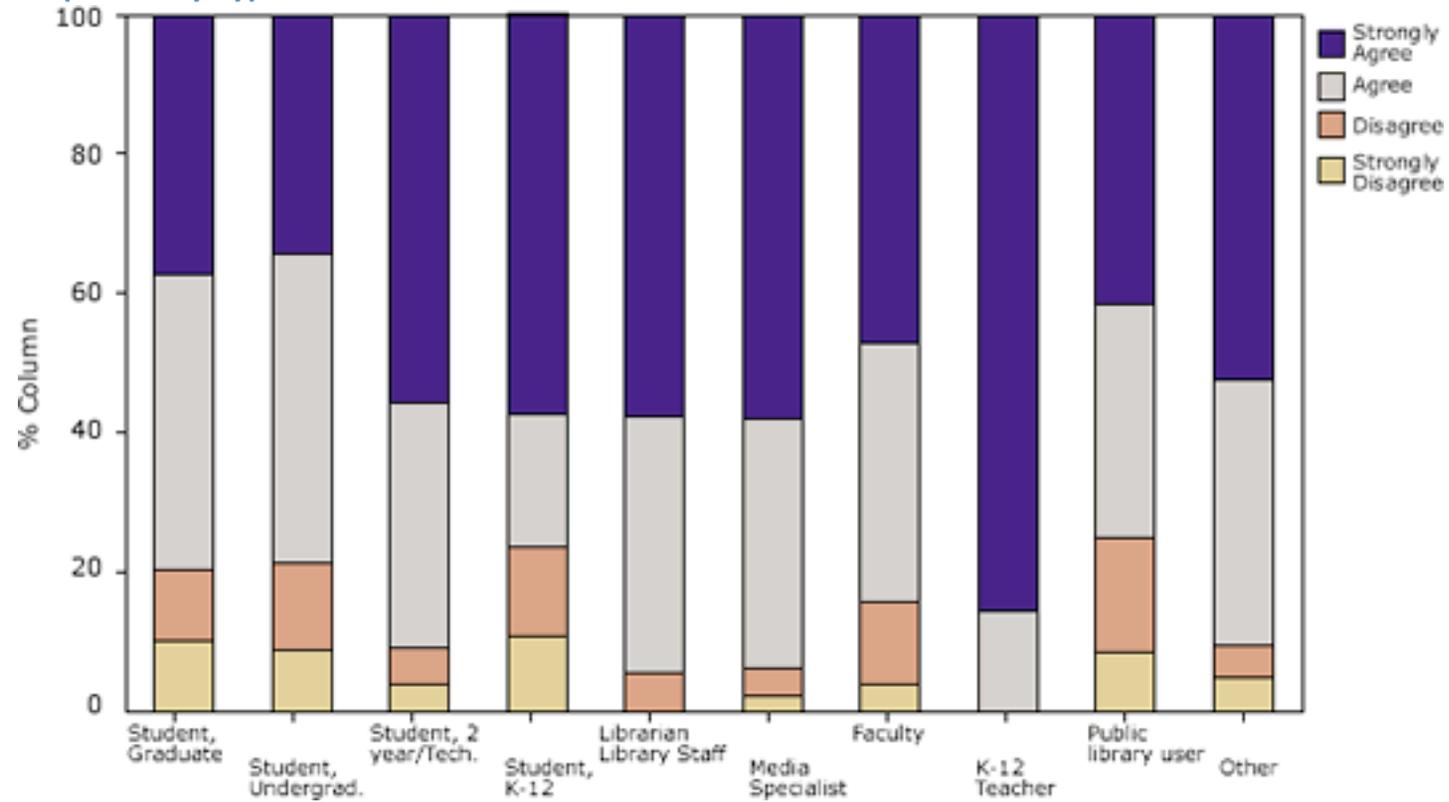
All Responses *except* Librarians / Library Staff



	Count	Percent
Strongly Agree	212	47.7%
Agree	162	36.5%
Disagree	41	9.2%
Strongly Disagree	29	6.5%
Total	444	100%
Average response: 3.25 out of 4		

Topic: "GALILEO met my information needs"

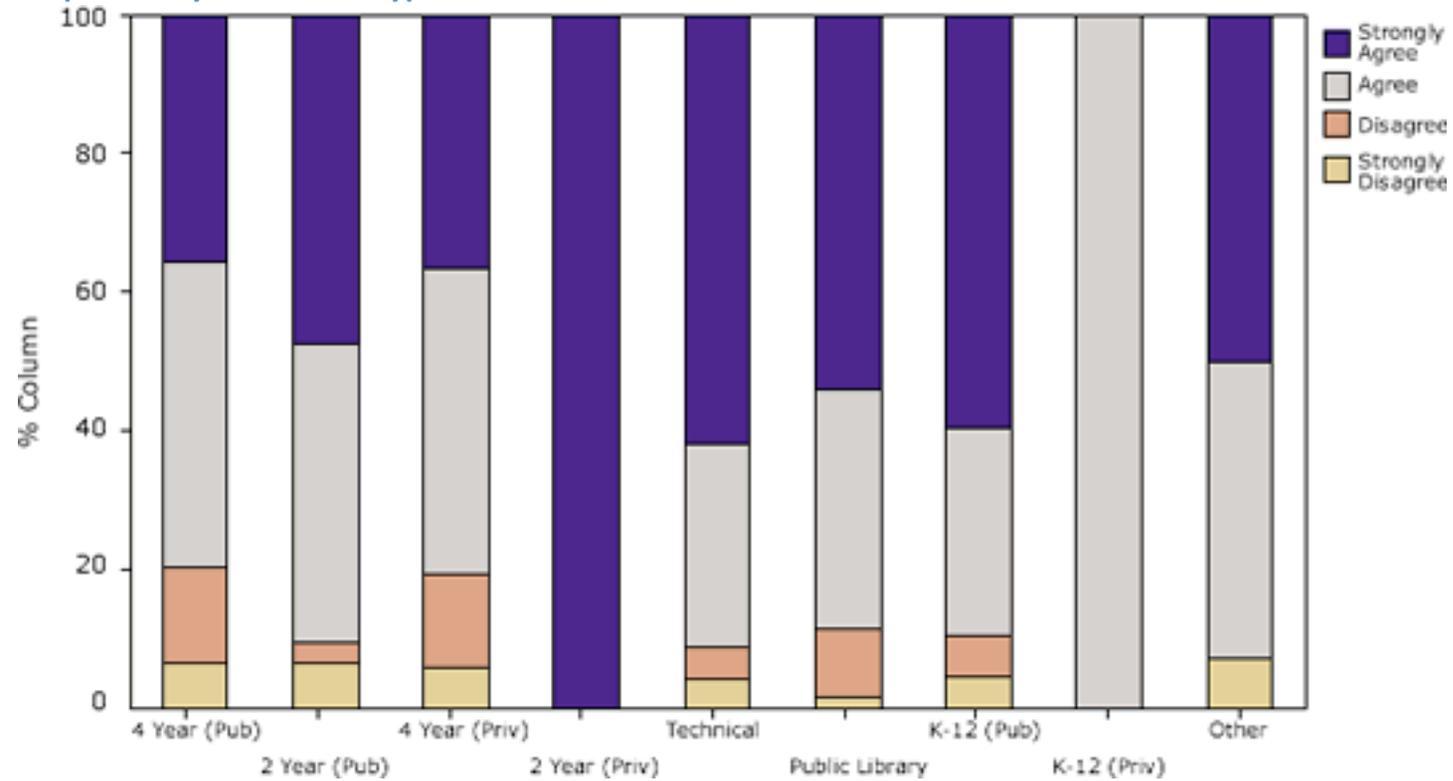
Responses by Type of User



	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	22	37.29	25	42.37	6	10.17	6	10.17	59	100.00
Student, Undergraduate	39	34.51	50	44.25	14	12.39	10	8.85	113	100.00
Student, 2 year / Technical	43	55.84	27	35.06	4	5.19	3	3.90	77	100.00
Student, K-12	27	57.45	9	19.15	6	12.77	5	10.64	47	100.00
Librarian / Library Staff	86	57.72	55	36.91	8	5.37	0	0.00	149	100.00
Media Specialist	29	58.00	18	36.00	2	4.00	1	2.00	50	100.00
Faculty	24	47.06	19	37.25	6	11.76	2	3.92	51	100.00
K-12 Teacher	12	85.71	2	14.29	0	0.00	0	0.00	14	100.00
Public library user	5	41.67	4	33.33	2	16.67	1	8.33	12	100.00
Other	11	52.38	8	38.10	1	4.76	1	4.76	21	100.00
Total	298	50.25	217	36.59	49	8.26	29	4.89	593	100.00

Topic: "GALILEO met my information needs"

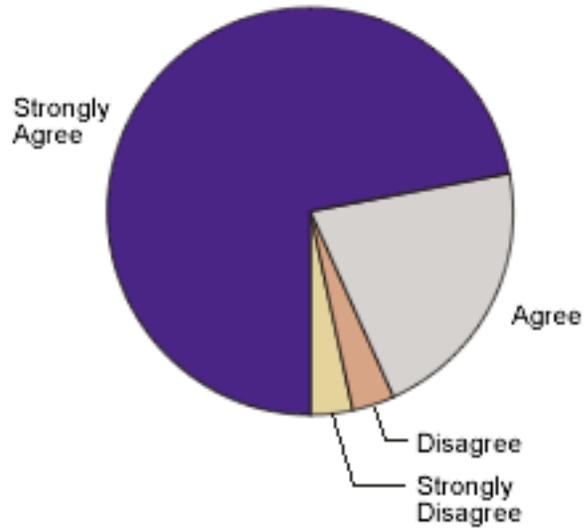
Responses by Institution Type



	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	51	35.66	63	44.06	20	13.99	9	6.29	143	100.00
2 Year (Pub)	30	47.62	27	42.86	2	3.17	4	6.35	63	100.00
4 Year (Priv)	19	36.54	23	44.23	7	13.46	3	5.77	52	100.00
2 Year (Priv)	1	100.00	0	0.00	0	0.00	0	0.00	1	100.00
Technical	77	62.10	36	29.03	6	4.84	5	4.03	124	100.00
Public Library	33	54.10	21	34.43	6	9.84	1	1.64	61	100.00
K-12 (Pub)	80	59.70	40	29.85	8	5.97	6	4.48	134	100.00
K-12 (Priv)	0	0.00	1	100.00	0	0.00	0	0.00	1	100.00
Other	7	50.00	6	42.86	0	0.00	1	7.14	14	100.00
Total	298	50.25	217	36.59	49	8.26	29	4.89	593	100.00

Topic: "I would recommend GALILEO to a friend"

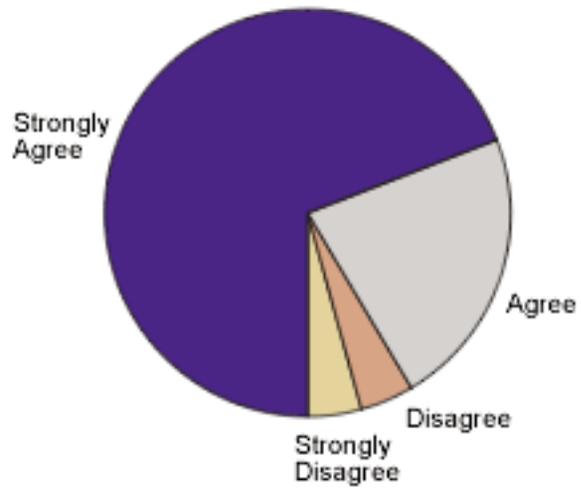
All Responses



	Count	Percent
Strongly Agree	427	72.0%
Agree	126	21.2%
Disagree	20	3.4%
Strongly Disagree	20	3.4%
Total	593	100%
Average response: 3.62 out of 4		

Topic: "I would recommend GALILEO to a friend"

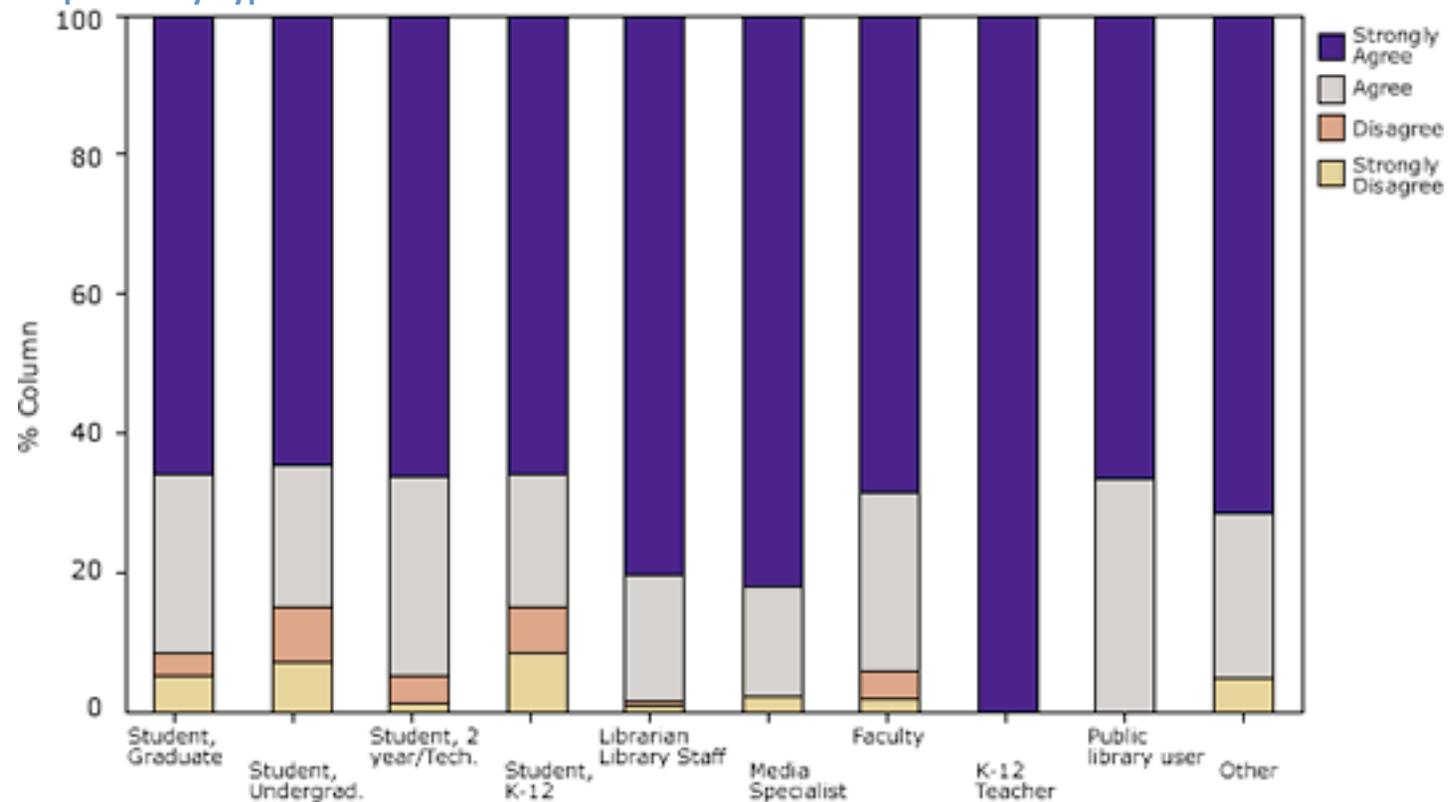
All Responses *except* Librarians / Library Staff



	Count	Percent
Strongly Agree	307	69.1%
Agree	99	22.3%
Disagree	19	4.3%
Strongly Disagree	19	4.3%
Total	444	100%
Average response: 3.56 out of 4		

Topic: "I would recommend GALILEO to a friend"

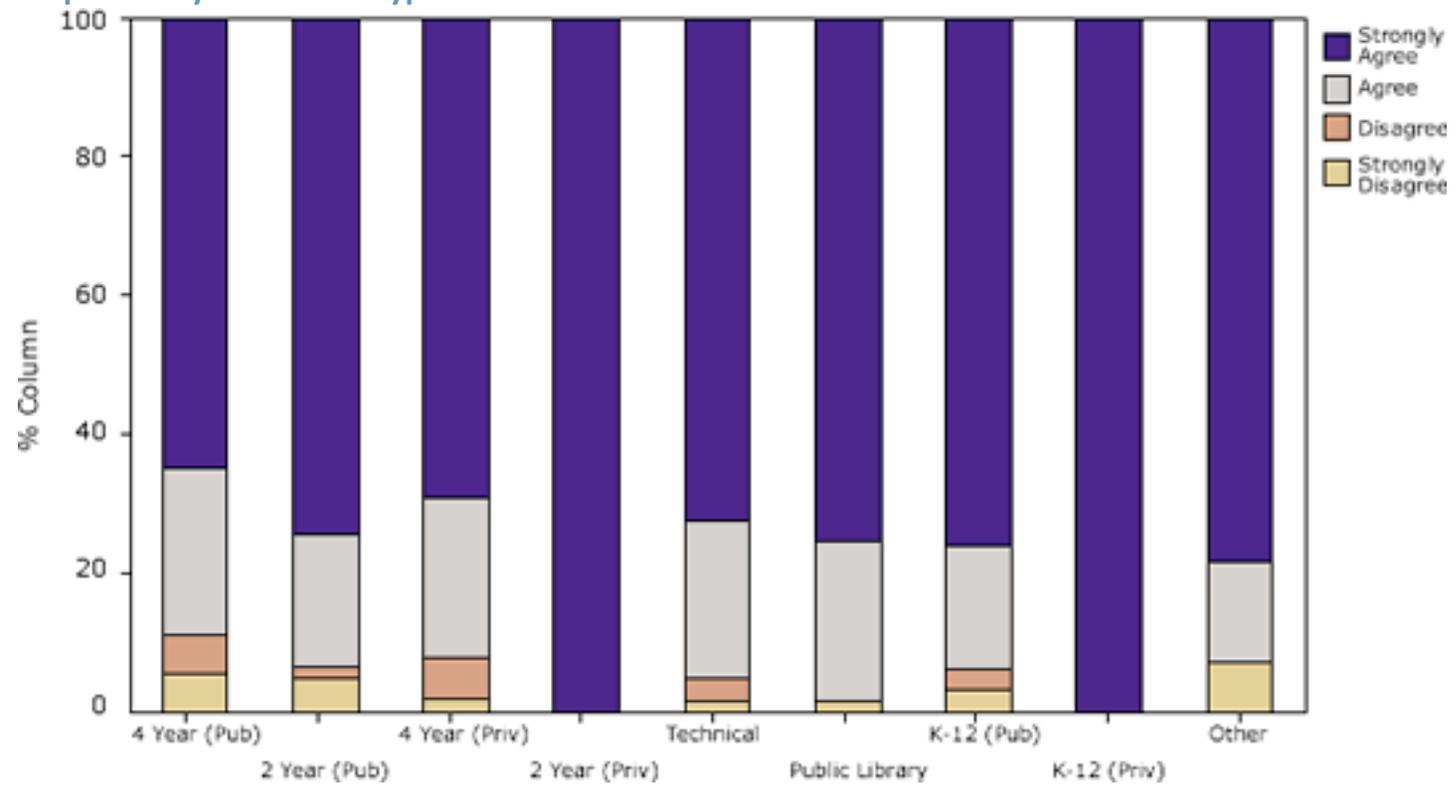
Responses by Type of User



	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	39	66.10	15	25.42	2	3.39	3	5.08	59	100.00
Student, Undergraduate	73	64.60	23	20.35	9	7.96	8	7.08	113	100.00
Student, 2 year / Technical	51	66.23	22	28.57	3	3.90	1	1.30	77	100.00
Student, K-12	31	65.96	9	19.15	3	6.38	4	8.51	47	100.00
Librarian / Library Staff	120	80.54	27	18.12	1	0.67	1	0.67	149	100.00
Media Specialist	41	82.00	8	16.00	0	0.00	1	2.00	50	100.00
Faculty	35	68.63	13	25.49	2	3.92	1	1.96	51	100.00
K-12 Teacher	14	100.00	0	0.00	0	0.00	0	0.00	14	100.00
Public library user	8	66.67	4	33.33	0	0.00	0	0.00	12	100.00
Other	15	71.43	5	23.81	0	0.00	1	4.76	21	100.00
Total	427	72.01	126	21.25	20	3.37	20	3.37	593	100.00

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)	93	65.03	34	23.78	8	5.59	8	5.59	143	100.00
2 Year (Pub)	47	74.60	12	19.05	1	1.59	3	4.76	63	100.00
4 Year (Priv)	36	69.23	12	23.08	3	5.77	1	1.92	52	100.00
2 Year (Priv)	1	100.00	0	0.00	0	0.00	0	0.00	1	100.00
Technical	90	72.58	28	22.58	4	3.23	2	1.61	124	100.00
Public Library	46	75.41	14	22.95	0	0.00	1	1.64	61	100.00
K-12 (Pub)	102	76.12	24	17.91	4	2.99	4	2.99	134	100.00
K-12 (Priv)	1	100.00	0	0.00	0	0.00	0	0.00	1	100.00
Other	11	78.57	2	14.29	0	0.00	1	7.14	14	100.00
Total	427	72.01	126	21.25	20	3.37	20	3.37	593	100.00

I would improve GALILEO by...

The number of usable surveys returned (593) was down from last year (858 in 2002). Of the 593 respondents, 264 (45%) completed the narrative question, "I would improve GALILEO by..." Users were allowed unlimited space to respond. 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, 14% of those who answered the question offered positive comments that included no suggestions for improvement. Some representative positive comments are below.

- "I love the databases for my high school students and recommend it highly. I can't imagine life without GALILEO now."
- "I personally wouldn't change anything about GALILEO because it gives us all the information we need..."
- "Keep expanding, that is my only criticism, however you are doing a tremendous job and have given me invaluable resources time and time again. Thanks!"
- "Georgia is very fortunate to have GALILEO, and your consuming public needs to appreciate it."
- "It's perfect!!!"
- "I'd like to see you put an item on your next survey asking us to mention what you are doing right!"

"Simplify" has been the highest single request by respondents for the past four years, and again this year it is a dominant theme. This year's percentage of comments in this vein remained the same as last year (17%). Comments referred to the number of choices on the home page and the difficulty of choosing a database. Some also mentioned the sheer volume of material available ("Since GALILEO is so big I'm not sure how you can improve it"). Comments representative of this category include the following:

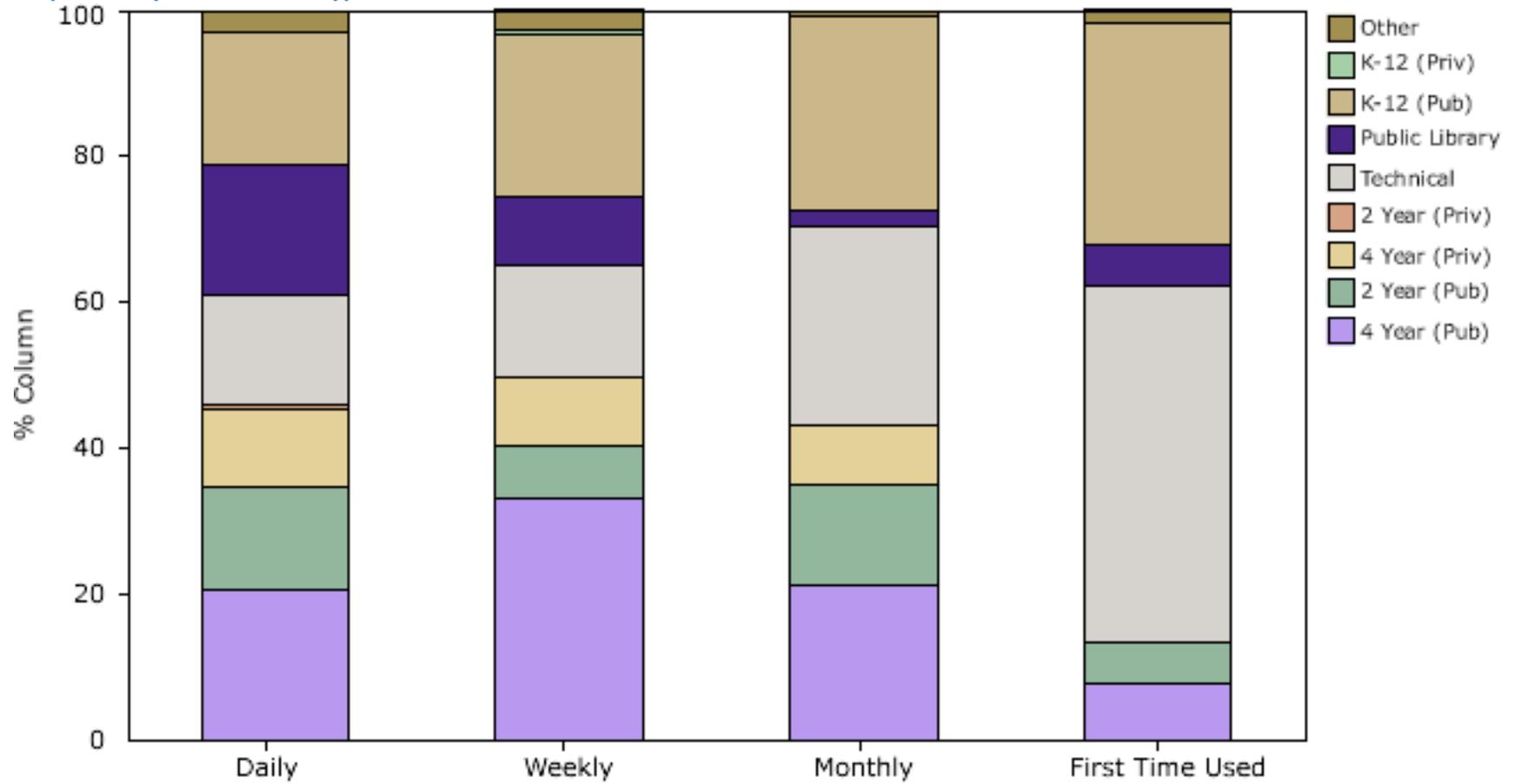
- "It is extremely hard for users unfamiliar with the system to learn, despite instructions by library staff and teachers."
- "When I am searching for something, sometimes I don't know which program to use because I don't understand what each program provides information wise."
- "The current arrangement leads some to believe that GALILEO is a single database that can be searched."

- "Streamlining the offerings; there is information overload."
- "Making it easier to know where to find resources."
- "Making the search fields easier to use. I find it very difficult to navigate the databases."
- "By making it more user friendly to the non-full researcher - There is so much valuable info, but it is so incredibly buried away. - Look: think "GALILEO for Dummies"and you will be in the ballpark."

In contrast, nearly half the respondents (49%) asked for more - more full text, more databases, and more journals. Some asked for more databases by name and others asked for more information by topic. Specific databases requested include Gale Literature Resource Center, Gale Student Resource Center, and resources for the K-12 community, including SIRS Researcher. About 5% of the respondents asked particularly to re-subscribe to databases they lost in the past year, including ProQuest databases for the K-12 community, Library Literature Index, and Readers' Guide Abstracts.

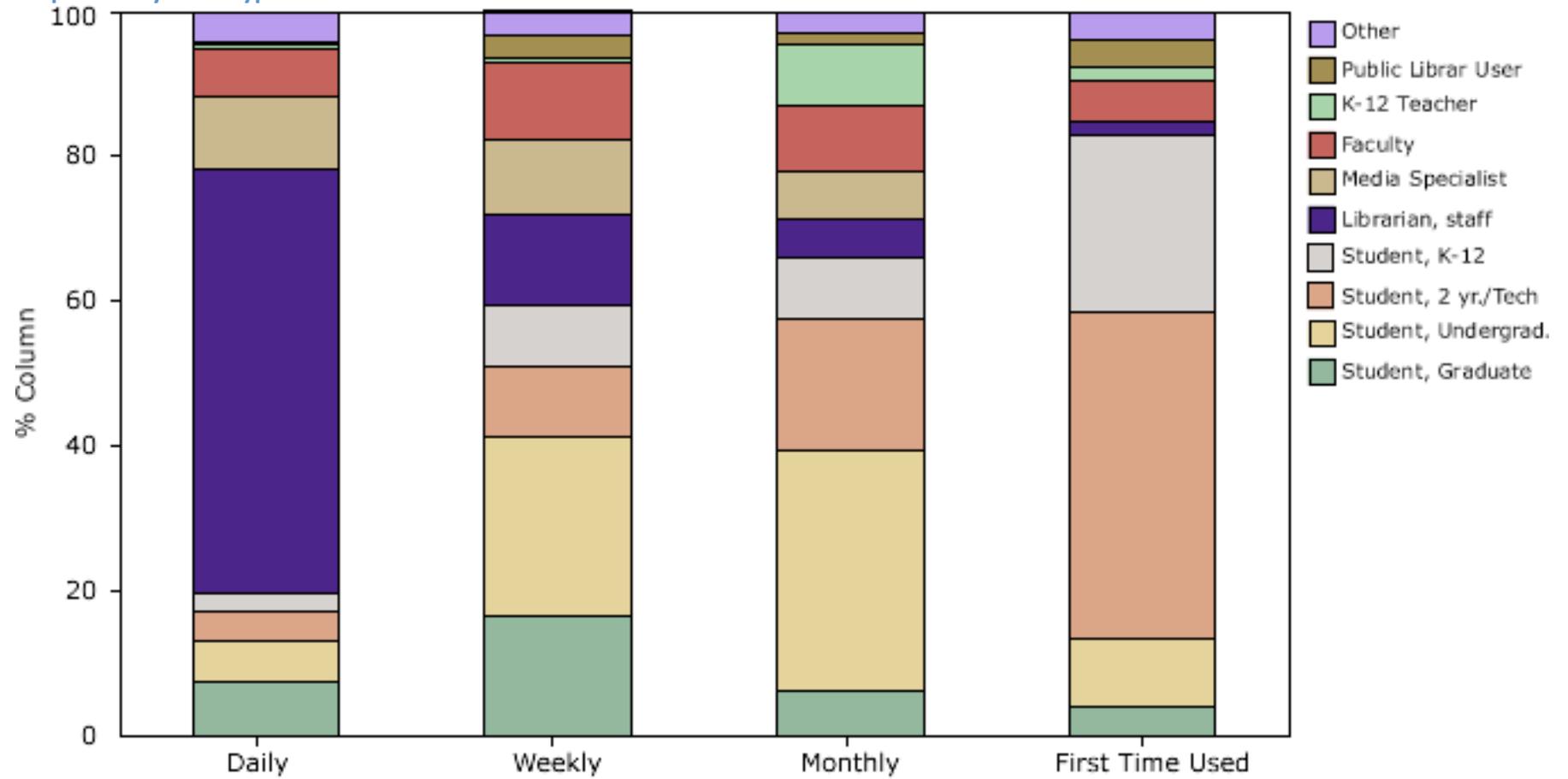
How often do you use GALILEO?

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)	40	20.62	71	33.18	28	21.21	4	7.55	143	24.11
2 Year (Pub)	27	13.92	15	7.01	18	13.64	3	5.66	63	10.62
4 Year (Priv)	21	10.82	20	9.35	11	8.33	0	0.00	52	8.77
2 Year (Priv)	1	0.52	0	0.00	0	0.00	0	0.00	1	0.17
Technical	29	14.95	33	15.42	36	27.27	26	49.06	124	20.91
Public Library	35	18.04	20	9.35	3	2.27	3	5.66	61	10.29
K-12 (Pub)	35	18.04	48	22.43	35	26.52	16	30.19	134	22.60
K-12 (Priv)	0	0.00	1	0.47	0	0.00	0	0.00	1	0.17
Other	6	3.09	6	2.80	1	0.76	1	1.89	14	2.36
Column Totals	194	100.00	214	100.00	132	100.00	53	100.00	593	100.00

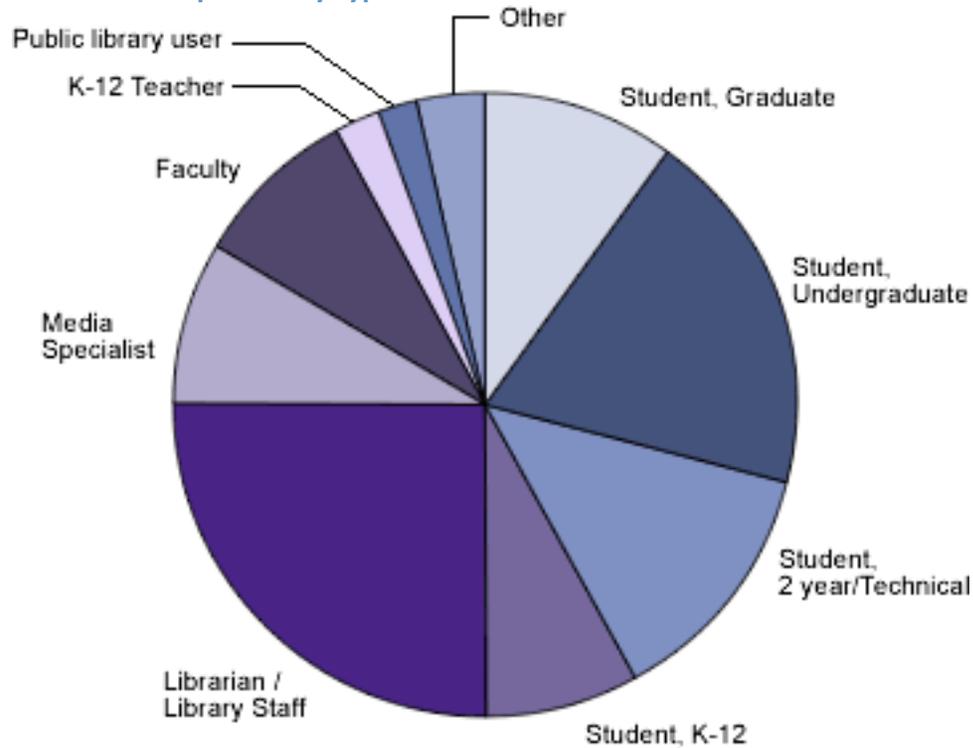
Responses by User Type



Choice	daily		weekly		monthly		first time used		Row Totals	
	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col
Student, Graduate	14	7.22	35	16.36	8	6.06	2	3.77	59	9.95
Student, Undergraduate	11	5.67	53	24.77	44	33.33	5	9.43	113	19.06
Student, 2 year/Technical	8	4.12	21	9.81	24	18.18	24	45.28	77	12.98
Student, K-12	5	2.58	18	8.41	11	8.33	13	24.53	47	7.93
Librarian/Library Staff	114	58.76	27	12.62	7	5.30	1	1.89	149	25.13
Media Specialist	19	9.79	22	10.28	9	6.82	0	0.00	50	8.43
Faculty	13	6.70	23	10.75	12	9.09	3	5.66	51	8.60
K-12 Teacher	1	0.52	1	0.47	11	8.33	1	1.89	14	2.36
Public library user	1	0.52	7	3.27	2	1.52	2	3.77	12	2.02
Other	8	4.12	7	3.27	4	3.03	2	3.77	21	3.54
Column Totals	194	100.00	214	100.00	132	100.00	53	100.00	593	100.00

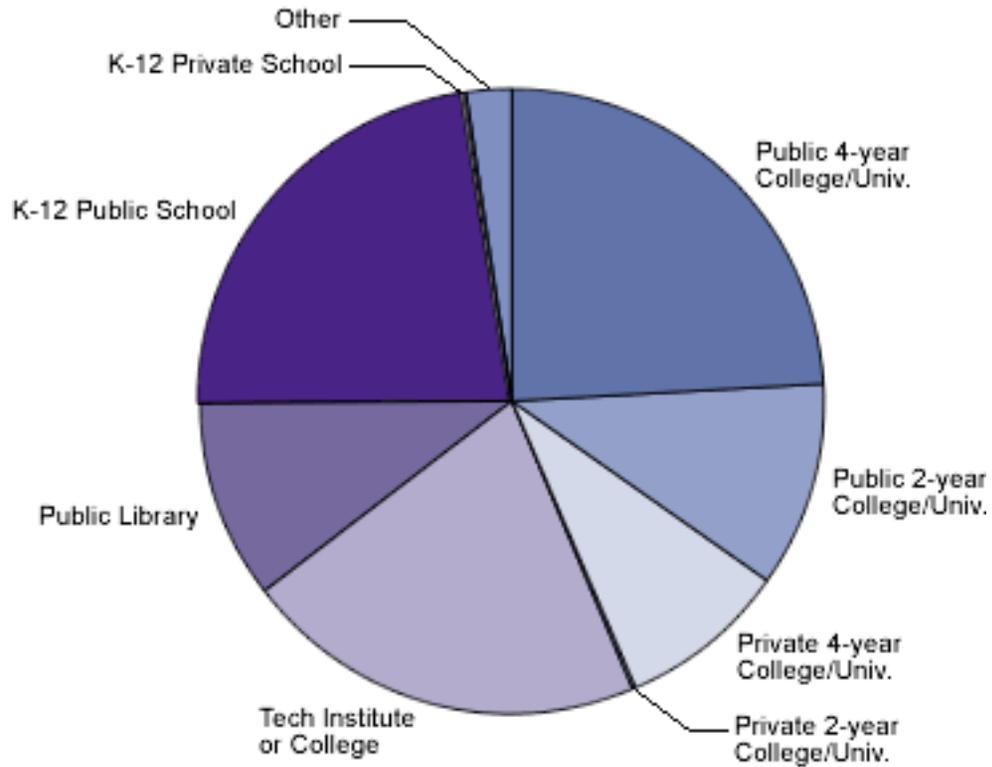
Respondent Demographics

Number of responses by type of user



Institution Type	Count	Percent
Student, Graduate	59	9.9%
Student, Undergraduate	113	19.1%
Student, 2 year/Technical	77	13.0%
Student, K-12	47	7.9%
Librarian/Library Staff	149	25.1%
Media Specialist	50	8.4%
Faculty	51	8.6%
K-12 Teacher	14	2.4%
Public library user	12	2.0%
Other	21	3.5%
Total	593	100%

Number of responses by type of institution



Institution Type	Count	Percent
Public 4-year College/University	143	24.1%
Public 2-year College/University	63	10.6%
Private 4-year College/University	52	8.8%
Private 2-year College/University	1	0.2%
Technical Institute or College	124	20.9%
Public Library	61	10.3%
K-12 Public School	134	22.6%
K-12 Private School	1	0.2%
Other	14	2.4%
Total	593	100%

I would improve GALILEO by...

Appendix to Narrative Comments

Analysis for 264 Responses to Question: "I would improve GALILEO by:..."

Coding Categories	Codes	Number of Occurrences	Percentage of
Evaluation	p [positive]	37	
	n [negative]	115	
	u [neutral]	94	
	m [mixed]	18	
	a [ambiguous]	0	
	Total	264	
Technical	speed	17	
	timeout setting	1	
	plug-ins (includes PDF)	3	
	statistics	1	
	Total	22	
Coverage	more full text	20	
	more databases	37	
	currency	2	
	more journals	4	
	more books	1	
	scholarly publications	1	
	more encyclopedias	3	
	retrospective coverage	3	
	children's resources	7	
	high school resources	3	
	biographical sources	2	
	eliminate databases	1	
	Internet resources	3	

	history	4	
	literature	2	
	business	1	
	careers	1	
	social sciences	2	
	government	1	
	psychology	1	
	sciences	2	
	nursing/allied health	1	
	dental	1	
	reference works	1	
	specific products (1)	25	
	Total	129	(49%)
Policy	access	1	
	funding	4	
	remote access	4	
	passwords	2	
	URL	1	
	customer support/helpdesk	1	
	Total	13	(5%)
Interface	home page	22	
	menus	10	
	banner frame	2	
	simplyfy	43	
	password/login	2	
	Total	79	(30%)
Function	locations/journal lists	1	
	multible db searching	12	
	customize/GLRI	4	

	database function	16	
	direct link to journal/article	1	
	cross-database linking	3	
	journal locator	2	
	chat	1	
	Total	40	(15%)
Beyond GALILEO's Control (2)	y [yes}	5	
	Total	5	(2%)
Misconception	y [yes]	7	
	Total	7	(3%)
Instruction/ Help	y [yes]	12	
	Total	12	(5%)
Uncodable (3)	u [neutral]	7	
	Total	7	(3%)

1. Specific products mentioned once (unless noted otherwise): AccessScience (for K-12)--2; Electric Library (eLibrary); Gale Literature Resource Center--4; Gale Student Resource Center--2; Grolier Online; JSTOR--2; Library Literature Index--3; MLA Bibliography from FirstSearch; Project MUSE; ProQuest (for K-12)--5; ProQuest Historical Newspapers; Readers' Guide Abstracts--3; RefUSA; SIRS Researcher (for K-12)--3; Westlaw.
2. Beyond GALILEO's Control: For example, a request to change a vendor's proprietary interface.
3. Uncodable: "cancelling uneducative programs"; "making it more interesting"; "sending him a telescope."