

GALILEO User Survey 2004 Report

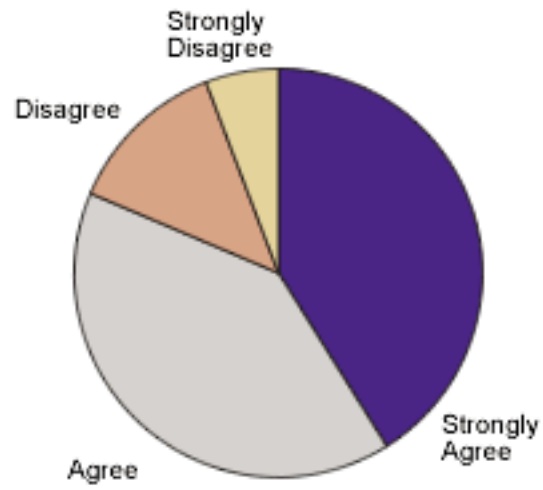
Measuring GALILEO Performance

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 2004 (November 9-15, 2004). A total of 623 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
(4 = Strongly Agree; 1 = Strongly Disagree)

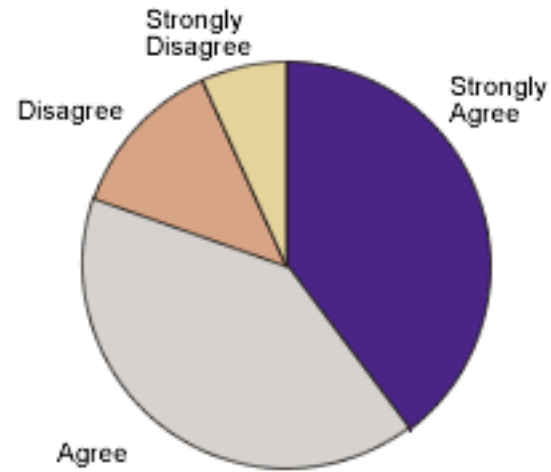
All Responses



	Count	Percent
Strongly Agree	256	41.1%
Agree	251	40.3%
Disagree	80	12.8%
Strongly Disagree	36	5.8%
Total	623	100%
Average response: 3.17 out of 4		

Topic: I found it easy to use GALILEO
(4 = Strongly Agree; 1 = Strongly Disagree)

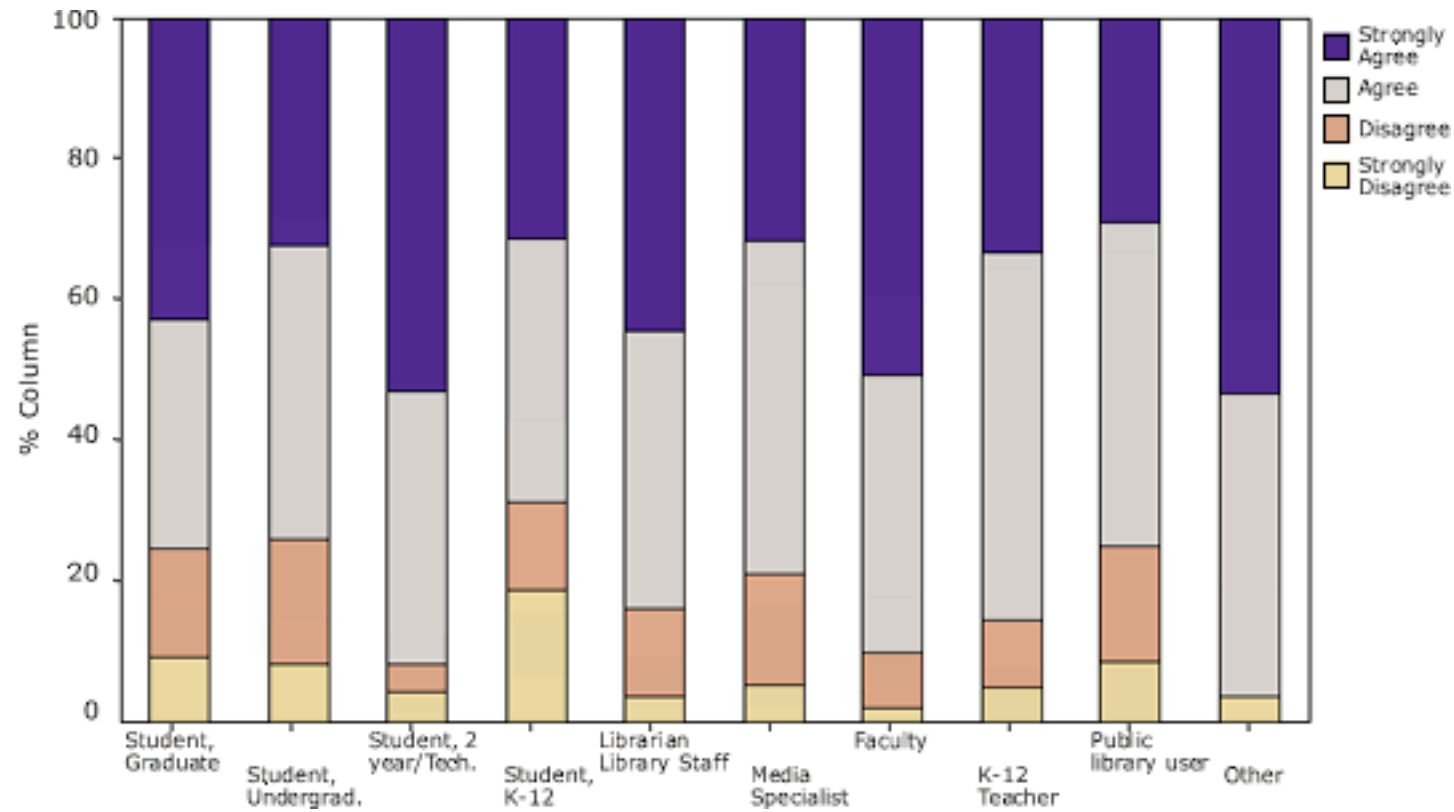
All Responses except Librarians / Library Staff



	Count	Percent
Strongly Agree	176	39.7%
Agree	180	40.6%
Disagree	57	12.9%
Strongly Disagree	30	6.8%
Total	443	100%
Average response: 3.13 out of 4		

Topic: I found it easy to use GALILEO
(4 = Strongly Agree; 1 = Strongly Disagree)

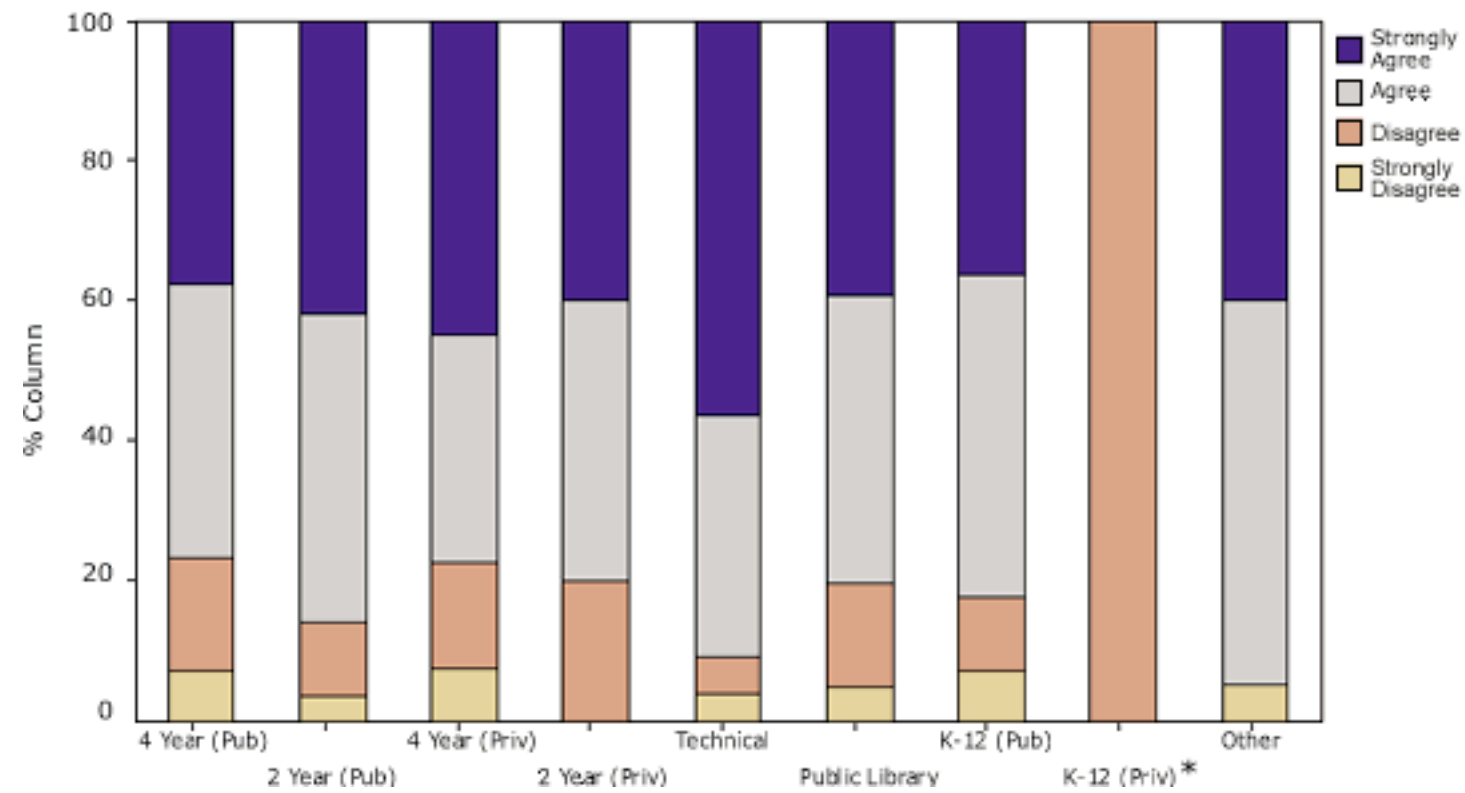
Responses by Type of User



Choice	Student, Graduate		Student, Undergraduate		Student, 2 year / Technical		Student, K-12		Librarian / Library Staff		Media Specialist		Faculty		K-12 Teacher		Public library user		Other		Row Tot	
	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	%
Strongly Agree	33	42.86	45	32.37	26	53.06	5	31.25	80	44.44	12	31.58	26	50.98	7	33.33	7	29.17	15	53.57	256	4
Agree	25	32.47	58	41.73	19	38.78	6	37.50	71	39.44	18	47.37	20	39.22	11	52.38	11	45.83	12	42.86	251	4
Disagree	12	15.58	25	17.99	2	4.08	2	12.50	23	12.78	6	15.79	4	7.84	2	9.52	4	16.67	0	0.00	80	1
Strongly Disagree	7	9.09	11	7.91	2	4.08	3	18.75	6	3.33	2	5.26	1	1.96	1	4.76	2	8.33	1	3.57	36	
Column Totals	77	100.00	139	100.00	49	100.00	16	100.00	180	100.00	38	100.00	51	100.00	21	100.00	24	100.00	28	100.00	623	10

Topic: I found it easy to use GALILEO
(4 = Strongly Agree; 1 = Strongly Disagree)

Responses by Institution Type

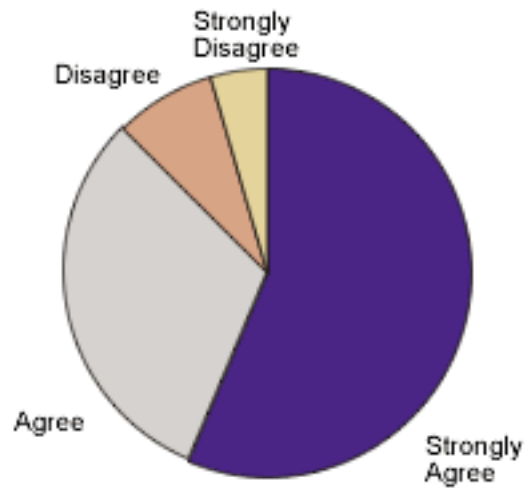


Choice	4 Year (Pub)		2 Year (Pub)		4 Year (Priv)		2 Year (Priv)		Technical		Public Library		K-12 (Pub)		K-12 (Priv)*		Other		Row Totals	
	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col
Strongly Agree	79	37.62	24	42.11	18	45.00	2	40.00	44	56.41	50	39.37	31	36.47	0	0.00	8	40.00	256	41.09
Agree	82	39.05	25	43.86	13	32.50	2	40.00	27	34.62	52	40.94	39	45.88	0	0.00	11	55.00	251	40.29
Disagree	34	16.19	6	10.53	6	15.00	1	20.00	4	5.13	19	14.96	9	10.59	1	100.00	0	0.00	80	12.84
Strongly Disagree	15	7.14	2	3.51	3	7.50	0	0.00	3	3.85	6	4.72	6	7.06	0	0.00	1	5.00	36	5.78
Column Totals	210	100.00	57	100.00	40	100.00	5	100.00	78	100.00	127	100.00	85	100.00	1	100.00	20	100.00	623	100.00

* There is currently no private K-12 school consortium participating in GALILEO database subscriptions.

Topic: Using GALILEO databases saved me time
(4 = Strongly Agree; 1 = Strongly Disagree)

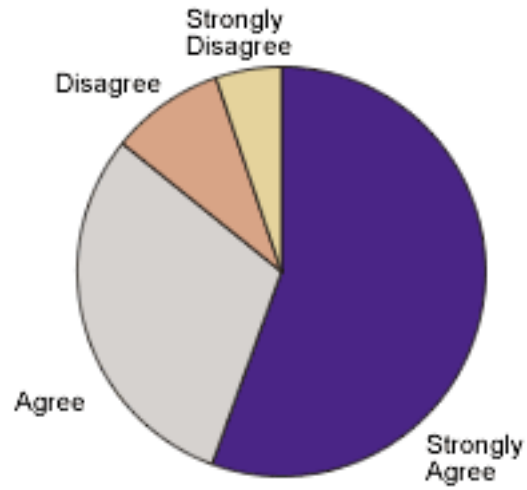
All Responses



	Count	Percent
Strongly Agree	351	56.3%
Agree	194	31.1%
Disagree	50	8.0%
Strongly Disagree	28	4.5%
Total	623	100%
Average response: 3.39 out of 4		

Topic: Using GALILEO databases saved me time
(4 = Strongly Agree; 1 = Strongly Disagree)

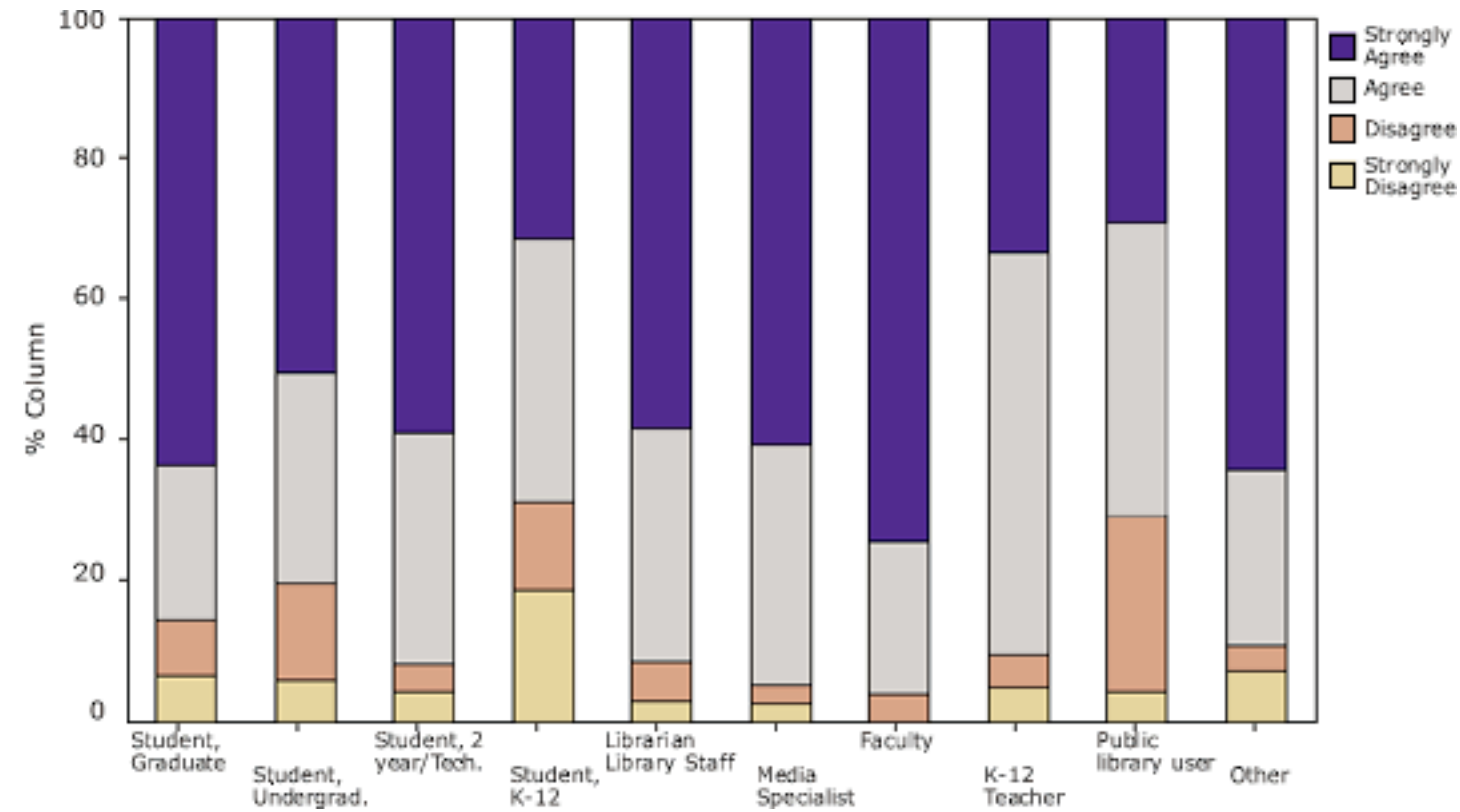
All Responses except Librarians / Library Staff



	Count	Percent
Strongly Agree	246	55.5%
Agree	134	30.2%
Disagree	40	9.0%
Strongly Disagree	23	5.2%
Total	443	100%
Average response: 3.36 out of 4		

Topic: Using GALILEO databases saved me time
(4 = Strongly Agree; 1 = Strongly Disagree)

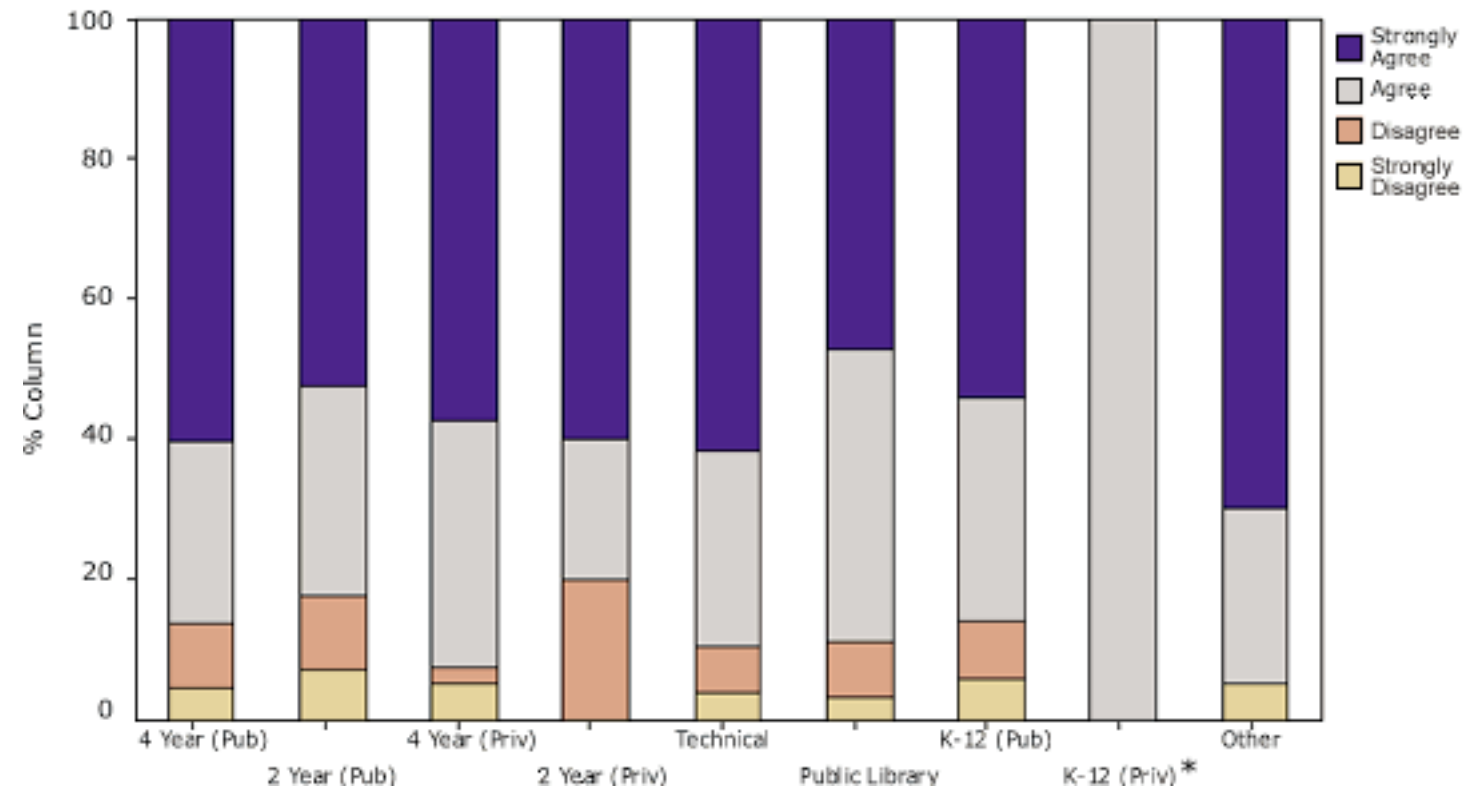
Responses by Type of User



Choice	Student, Graduate		Student, Undergraduate		Student, 2 year / Technical		Student, K-12		Librarian / Library Staff		Media Specialist		Faculty		K-12 Teacher		Public library user		Other		Row Totals	
	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	%
Strongly Agree	49	63.64	70	50.36	29	59.18	5	31.25	105	58.33	23	60.53	38	74.51	7	33.33	7	29.17	18	64.29	351	56
Agree	17	22.08	42	30.22	16	32.65	6	37.50	60	33.33	13	34.21	11	21.57	12	57.14	10	41.67	7	25.00	194	31
Disagree	6	7.79	19	13.67	2	4.08	2	12.50	10	5.56	1	2.63	2	3.92	1	4.76	6	25.00	1	3.57	50	8.
Strongly Disagree	5	6.49	8	5.76	2	4.08	3	18.75	5	2.78	1	2.63	0	0.00	1	4.76	1	4.17	2	7.14	28	4.
Column Totals	77	100.00	139	100.00	49	100.00	16	100.00	180	100.00	38	100.00	51	100.00	21	100.00	24	100.00	28	100.00	623	100

Topic: Using GALILEO databases saved me time
(4 = Strongly Agree; 1 = Strongly Disagree)

Responses by Institution Type

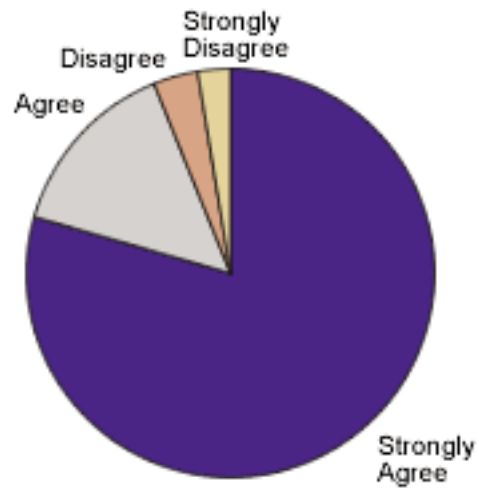


Choice	4 Year (Pub)		2 Year (Pub)		4 Year (Priv)		2 Year (Priv)		Technical		Public Library		K-12 (Pub)		K-12 (Priv)*		Other		Row Totals	
	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col
Strongly Agree	127	60.48	30	52.63	23	57.50	3	60.00	48	61.54	60	47.24	46	54.12	0	0.00	14	70.00	351	56.34
Agree	54	25.71	17	29.82	14	35.00	1	20.00	22	28.21	53	41.73	27	31.76	1	100.00	5	25.00	194	31.14
Disagree	20	9.52	6	10.53	1	2.50	1	20.00	5	6.41	10	7.87	7	8.24	0	0.00	0	0.00	50	8.03
Strongly Disagree	9	4.29	4	7.02	2	5.00	0	0.00	3	3.85	4	3.15	5	5.88	0	0.00	1	5.00	28	4.49
Column Totals	210	100.00	57	100.00	40	100.00	5	100.00	78	100.00	127	100.00	85	100.00	1	100.00	20	100.00	623	100.00

* There is currently no private K-12 school consortium participating in GALILEO database subscriptions.

Topic: I think GALILEO is a valuable service
(4 = Strongly Agree; 1 = Strongly Disagree)

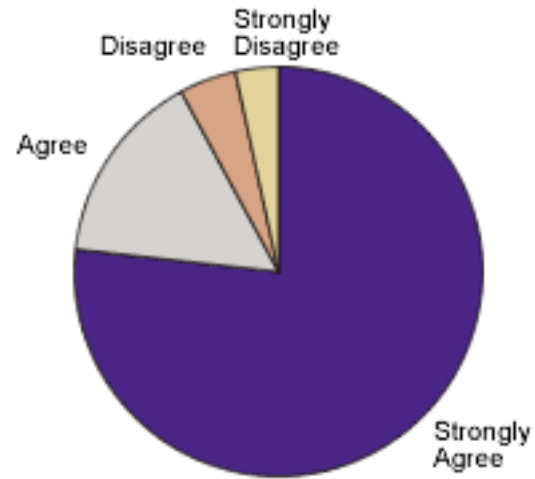
All Responses



	Count	Percent
Strongly Agree	495	79.5%
Agree	90	14.4%
Disagree	22	3.5%
Strongly Disagree	16	2.6%
Total	623	100%
Average response: 3.71 out of 4		

Topic: I think GALILEO is a valuable service
(4 = Strongly Agree; 1 = Strongly Disagree)

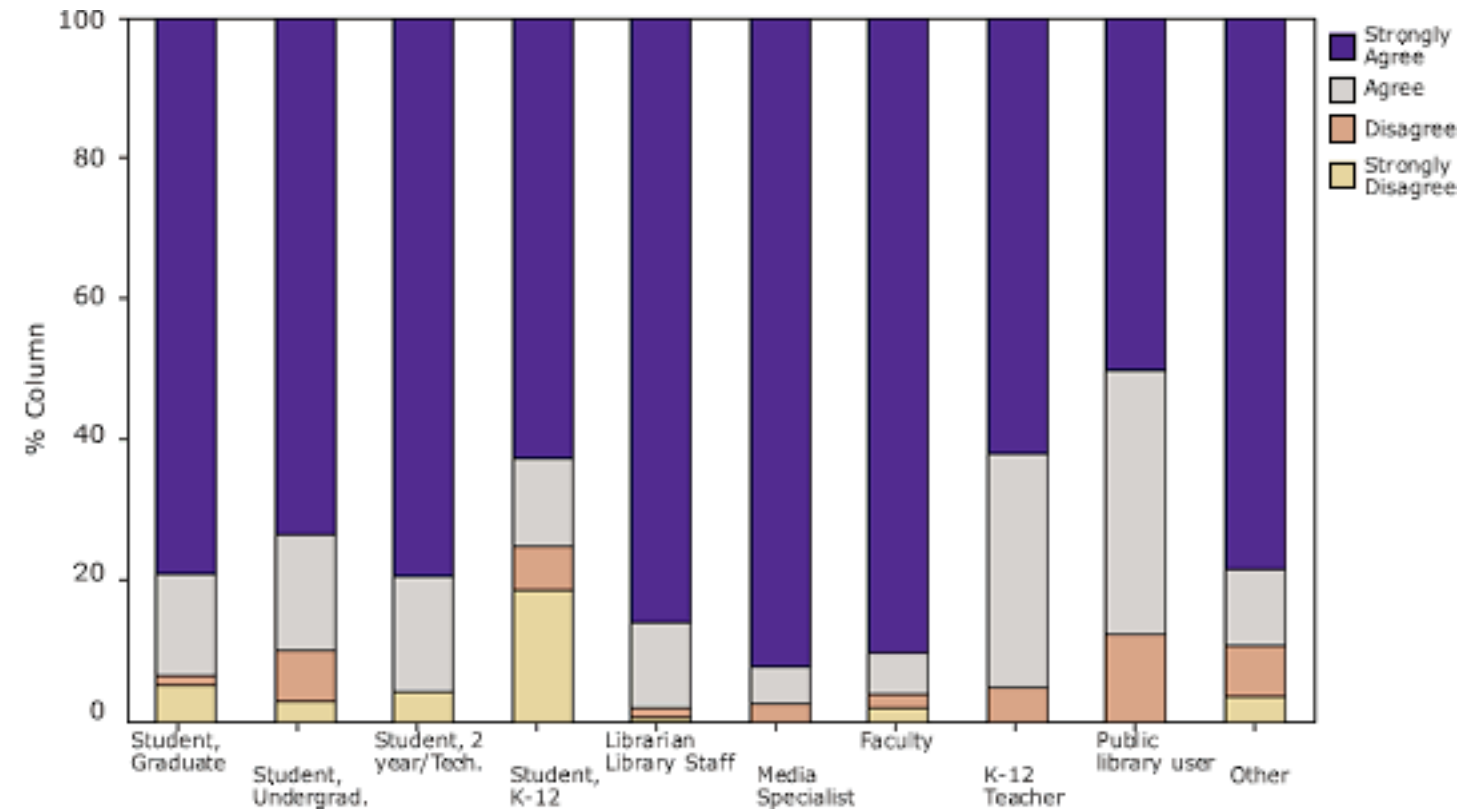
All Responses except Librarians / Library Staff



	Count	Percent
Strongly Agree	340	76.7%
Agree	68	15.3%
Disagree	20	4.5%
Strongly Disagree	15	3.4%
Total	443	100%
Average response: 3.65 out of 4		

Topic: I think GALILEO is a valuable service
(4 = Strongly Agree; 1 = Strongly Disagree)

Responses by Type of User

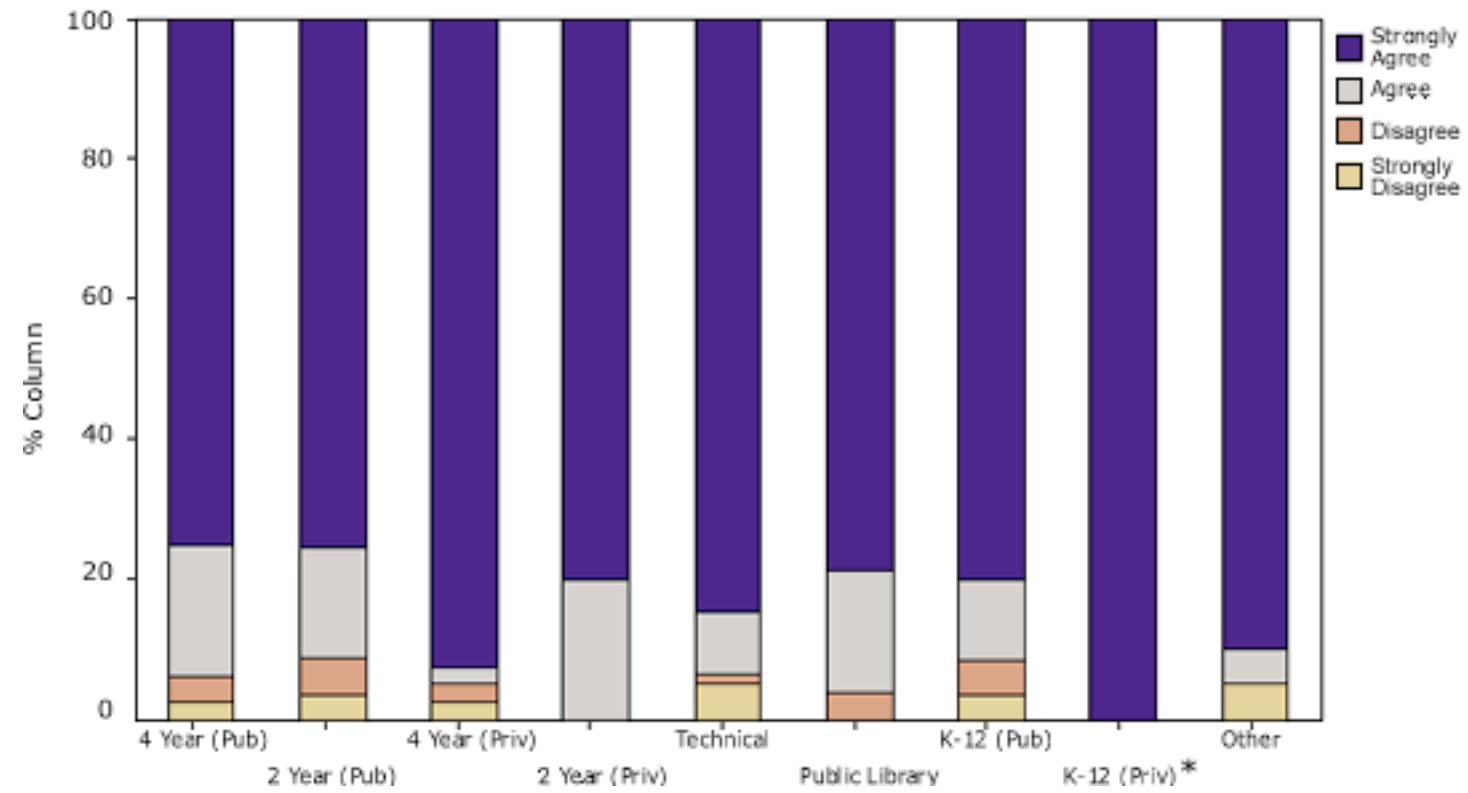


**Topic: I think GALILEO is a valuable service
(4 = Strongly Agree; 1 = Strongly Disagree)**

Choice	Student, Graduate		Student, Undergraduate		Student, 2 year / Technical		Student, K-12		Librarian / Library Staff		Media Specialist		Faculty		K-12 Teacher	Public library user		Other		Row Totals	
	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count
Strongly Agree	61	79.22	102	73.38	39	79.59	10	62.50	155	86.11	35	92.11	46	90.20	13	61.90	12	50.00	22	78.57	495
Agree	11	14.29	23	16.55	8	16.33	2	12.50	22	12.22	2	5.26	3	5.88	7	33.33	9	37.50	3	10.71	90
Disagree	1	1.30	10	7.19	0	0.00	1	6.25	2	1.11	1	2.63	1	1.96	1	4.76	3	12.50	2	7.14	22
Strongly Disagree	4	5.19	4	2.88	2	4.08	3	18.75	1	0.56	0	0.00	1	1.96	0	0.00	0	0.00	1	3.57	16
Column Totals	77	100.00	139	100.00	49	100.00	16	100.00	180	100.00	38	100.00	51	100.00	21	100.00	24	100.00	28	100.00	623

Topic: I think GALILEO is a valuable service
(4 = Strongly Agree; 1 = Strongly Disagree)

Responses by Institution Type

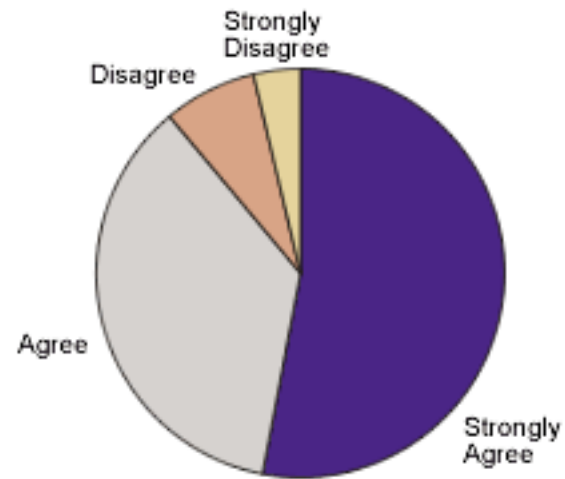


Choice	4 Year (Pub)		2 Year (Pub)		4 Year (Priv)		2 Year (Priv)		Technical		Public Library		K-12 (Pub)		K-12 (Priv)*		Other		Row Totals	
	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col
Strongly Agree	158	75.24	43	75.44	37	92.50	4	80.00	66	84.62	100	78.74	68	80.00	1	100.00	18	90.00	495	79.45
Agree	39	18.57	9	15.79	1	2.50	1	20.00	7	8.97	22	17.32	10	11.76	0	0.00	1	5.00	90	14.45
Disagree	8	3.81	3	5.26	1	2.50	0	0.00	1	1.28	5	3.94	4	4.71	0	0.00	0	0.00	22	3.53
Strongly Disagree	5	2.38	2	3.51	1	2.50	0	0.00	4	5.13	0	0.00	3	3.53	0	0.00	1	5.00	16	2.57
Column Totals	210	100.00	57	100.00	40	100.00	5	100.00	78	100.00	127	100.00	85	100.00	1	100.00	20	100.00	623	100.00

* There is currently no private K-12 school consortium participating in GALILEO database subscriptions.

Topic: I think GALILEO response time is acceptable
(4 = Strongly Agree; 1 = Strongly Disagree)

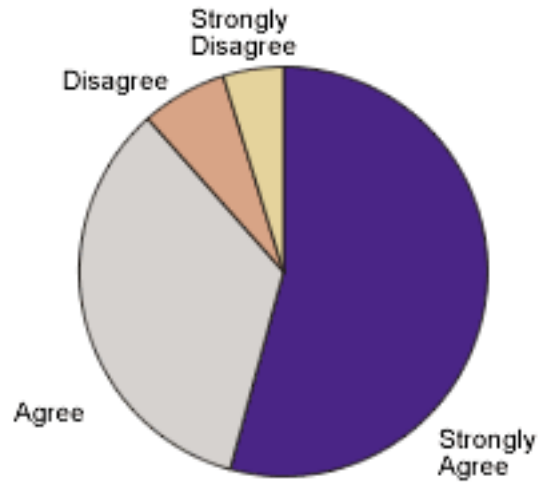
All Responses



	Count	Percent
Strongly Agree	330	53.0%
Agree	224	36.0%
Disagree	46	7.4%
Strongly Disagree	23	3.7%
Total	623	100%
Average response: 3.38 out of 4		

Topic: I think GALILEO response time is acceptable
(4 = Strongly Agree; 1 = Strongly Disagree)

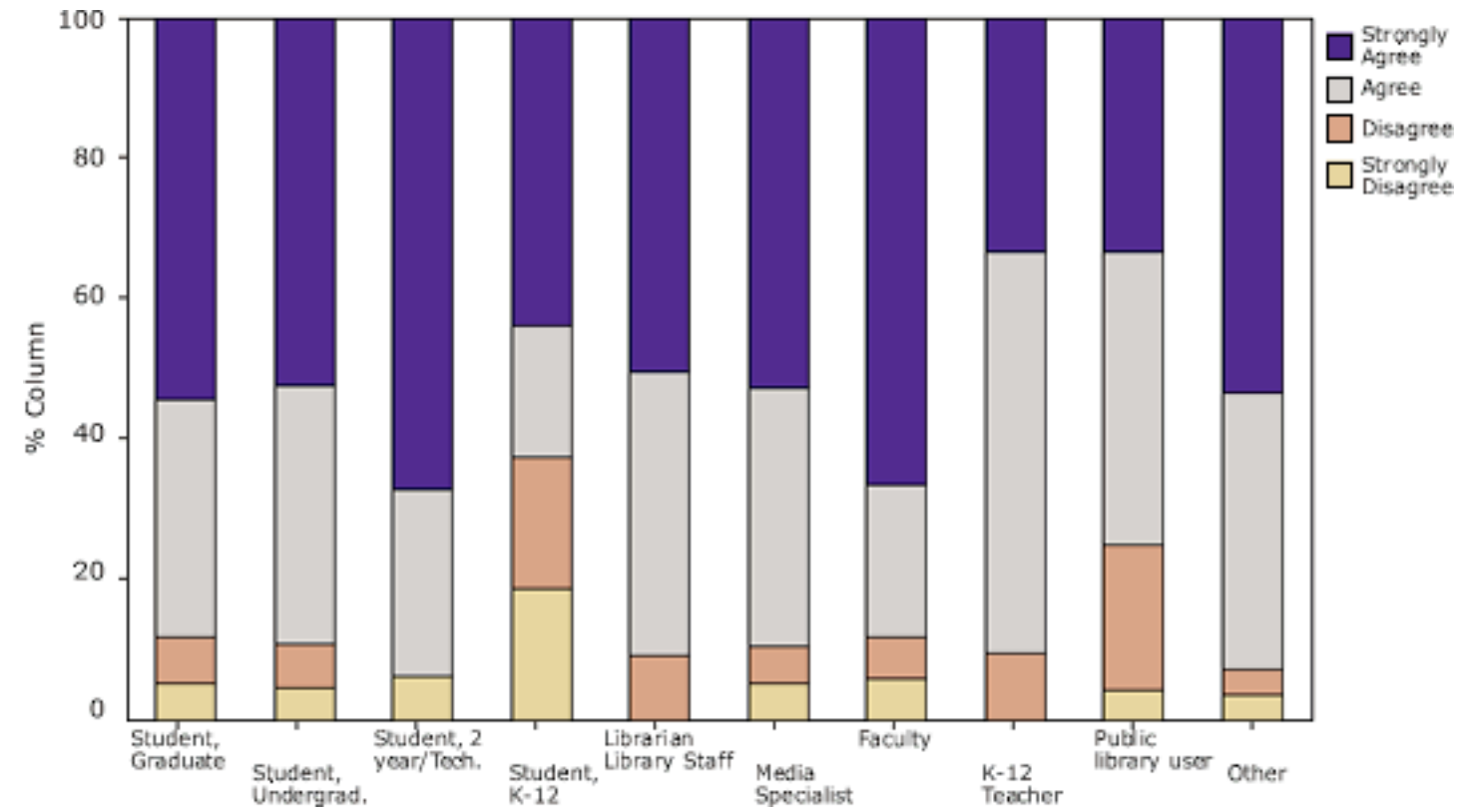
All Responses except Librarians / Library Staff



	Count	Percent
Strongly Agree	239	54.0%
Agree	151	34.1%
Disagree	30	6.8%
Strongly Disagree	23	5.2%
Total	443	100%
Average response: 3.37 out of 4		

Topic: I think GALILEO response time is acceptable
(4 = Strongly Agree; 1 = Strongly Disagree)

Responses by Type of User

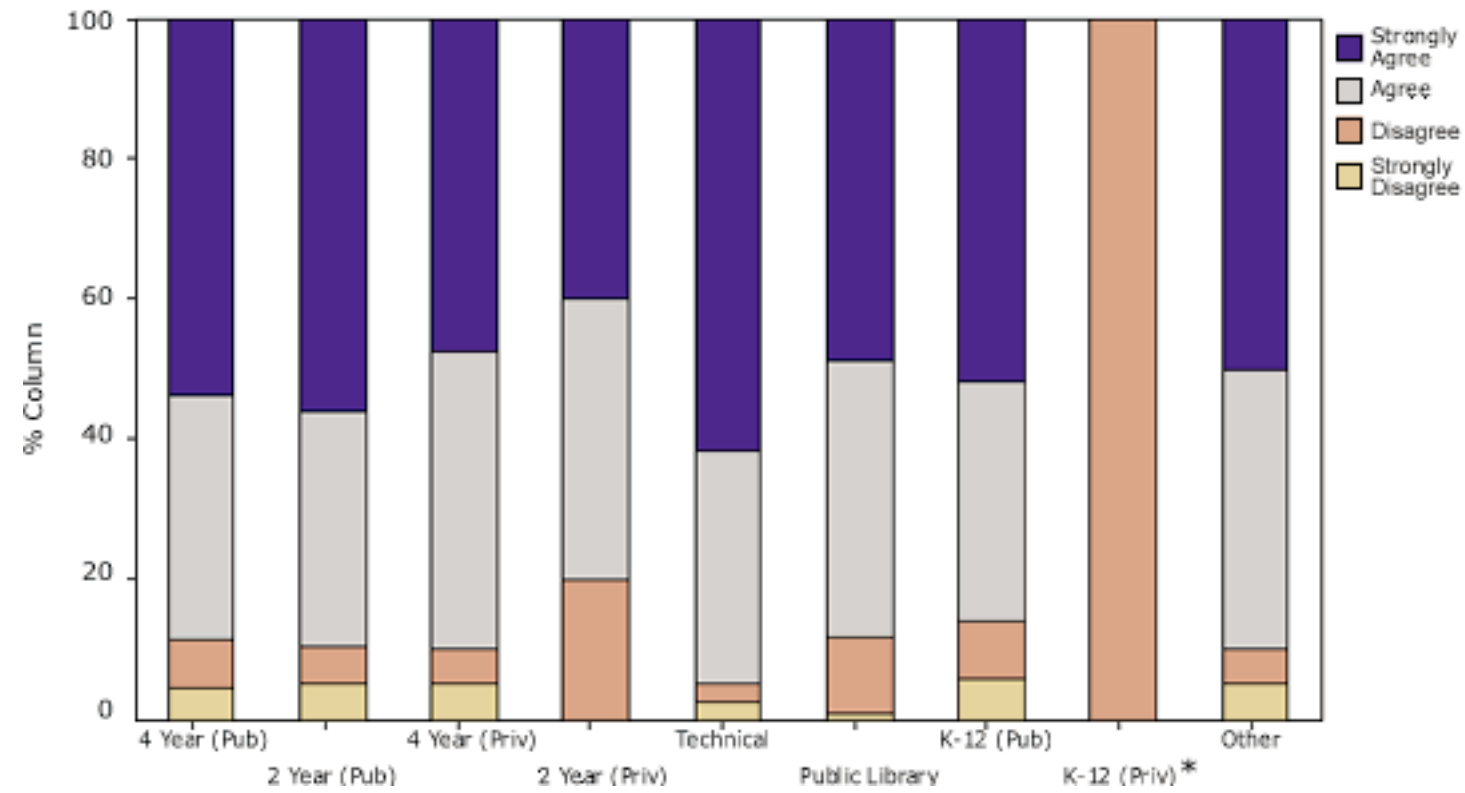


Topic: I think GALILEO response time is acceptable
 (4 = Strongly Agree; 1 = Strongly Disagree)

Choice	Student, Graduate		Student, Undergraduate		Student, 2 year / Technical		Student, K-12		Librarian / Library Staff		Media Specialist		Faculty		K-12 Teacher		Public library user		Other		Row Tot
	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	
Strongly Agree	42	54.55	73	52.52	33	67.35	7	43.75	91	50.56	20	52.63	34	66.67	7	33.33	8	33.33	15	53.57	330
Agree	26	33.77	51	36.69	13	26.53	3	18.75	73	40.56	14	36.84	11	21.57	12	57.14	10	41.67	11	39.29	224
Disagree	5	6.49	9	6.47	0	0.00	3	18.75	16	8.89	2	5.26	3	5.88	2	9.52	5	20.83	1	3.57	46
Strongly Disagree	4	5.19	6	4.32	3	6.12	3	18.75	0	0.00	2	5.26	3	5.88	0	0.00	1	4.17	1	3.57	23
Column Totals	77	100.00	139	100.00	49	100.00	16	100.00	180	100.00	38	100.00	51	100.00	21	100.00	24	100.00	28	100.00	623

Topic: I think GALILEO response time is acceptable
(4 = Strongly Agree; 1 = Strongly Disagree)

Responses by Institution Type

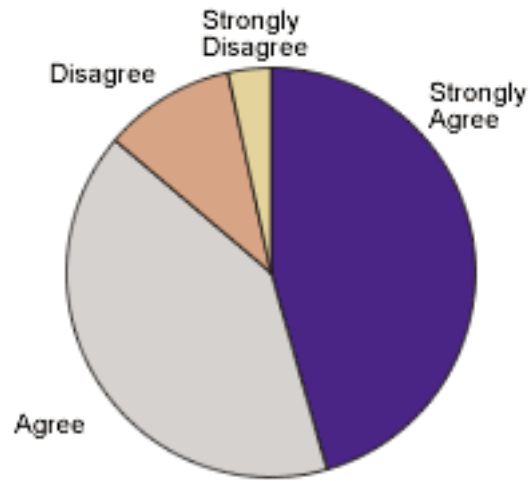


Choice	4 Year (Pub)		2 Year (Pub)		4 Year (Priv)		2 Year (Priv)		Technical		Public Library		K-12 (Pub)		K-12 (Priv)*		Other		Row Totals	
	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col
Strongly Agree	113	53.81	32	56.14	19	47.50	2	40.00	48	61.54	62	48.82	44	51.76	0	0.00	10	50.00	330	52.97
Agree	73	34.76	19	33.33	17	42.50	2	40.00	26	33.33	50	39.37	29	34.12	0	0.00	8	40.00	224	35.96
Disagree	15	7.14	3	5.26	2	5.00	1	20.00	2	2.56	14	11.02	7	8.24	1	100.00	1	5.00	46	7.38
Strongly Disagree	9	4.29	3	5.26	2	5.00	0	0.00	2	2.56	1	0.79	5	5.88	0	0.00	1	5.00	23	3.69
Column Totals	210	100.00	57	100.00	40	100.00	5	100.00	78	100.00	127	100.00	85	100.00	1	100.00	20	100.00	623	100.00

* There is currently no private K-12 school consortium participating in GALILEO database subscriptions.

Topic: GALILEO met my information needs
(4 = Strongly Agree; 1 = Strongly Disagree)

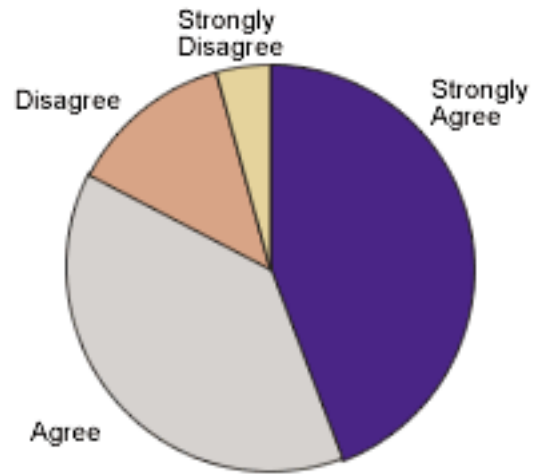
All Responses



	Count	Percent
Strongly Agree	284	45.6%
Agree	253	40.6%
Disagree	65	10.4%
Strongly Disagree	21	3.4%
Total	623	100%
Average response: 3.28 out of 4		

Topic: GALILEO met my information needs
(4 = Strongly Agree; 1 = Strongly Disagree)

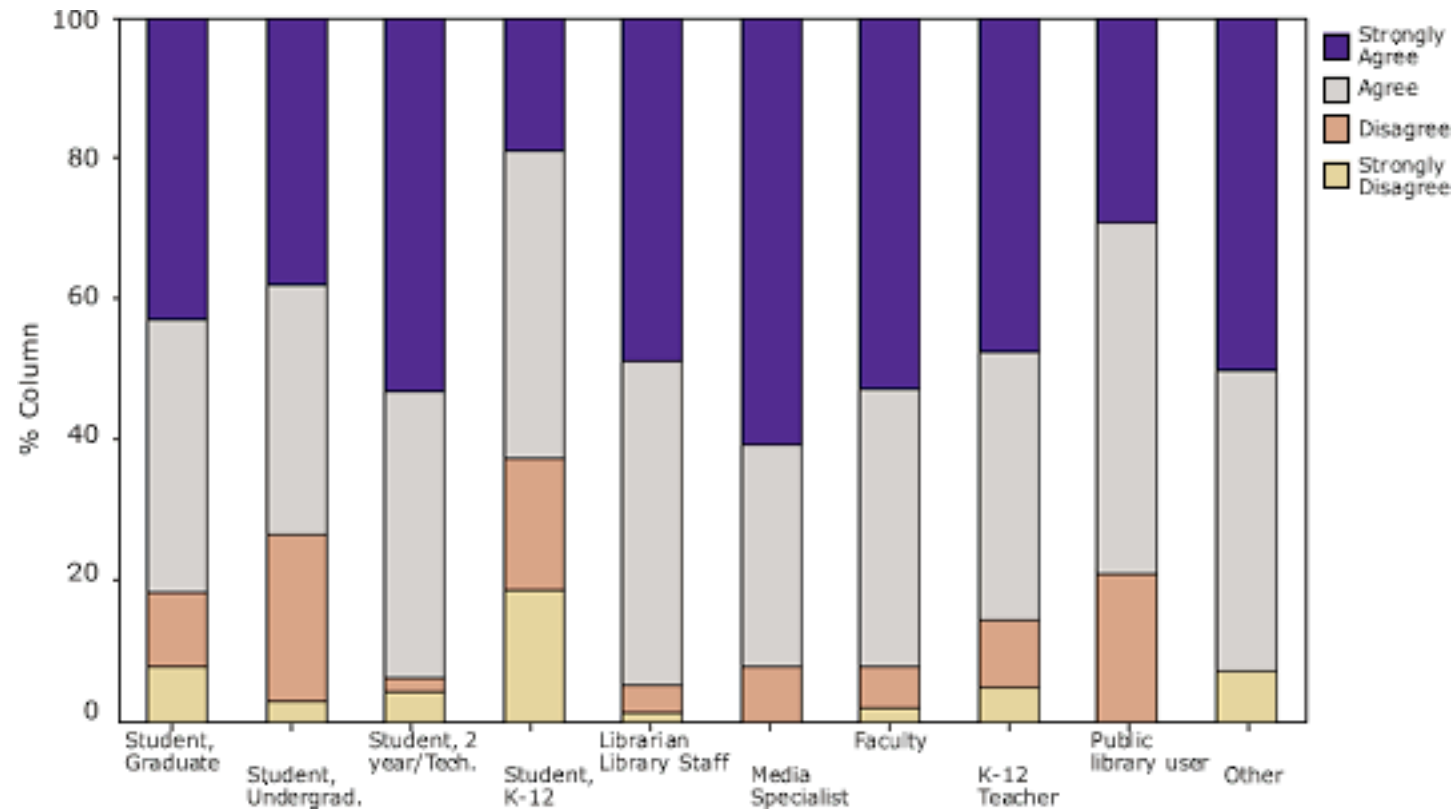
All Responses except Librarians / Library Staff



	Count	Percent
Strongly Agree	196	44.2%
Agree	170	38.4%
Disagree	58	13.1%
Strongly Disagree	19	4.3%
Total	443	100%
Average response: 3.23 out of 4		

Topic: GALILEO met my information needs
(4 = Strongly Agree; 1 = Strongly Disagree)

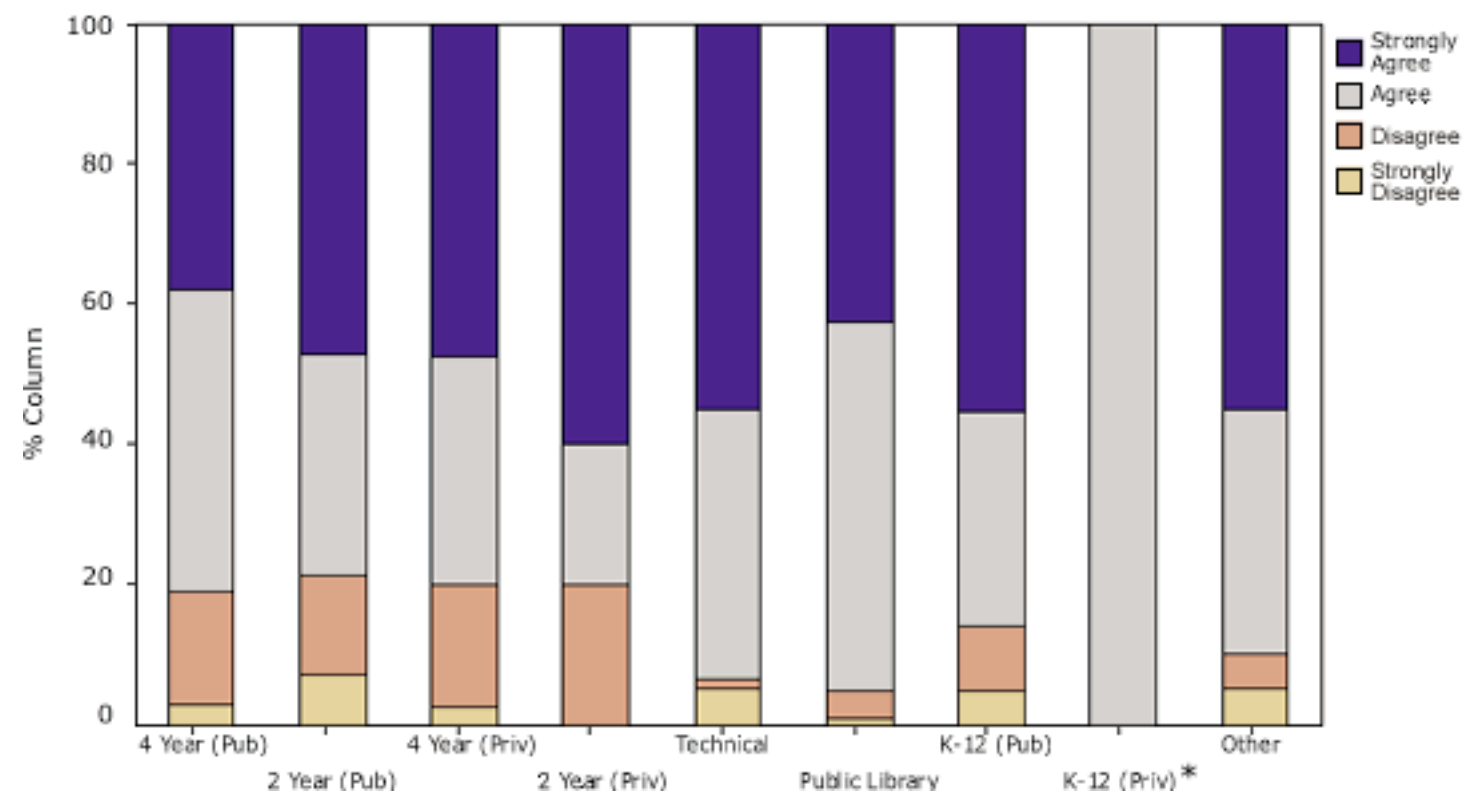
Responses by Type of User



Choice	Student, Graduate		Student, Undergraduate		Student, 2 year / Technical		Student, K-12		Librarian / Library Staff		Media Specialist		Faculty		K-12 Teacher		Public library user		Other		Row Tot	
	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	%
Strongly Agree	33	42.86	53	38.13	26	53.06	3	18.75	88	48.89	23	60.53	27	52.94	10	47.62	7	29.17	14	50.00	284	4
Agree	30	38.96	49	35.25	20	40.82	7	43.75	83	46.11	12	31.58	20	39.22	8	38.10	12	50.00	12	42.86	253	4
Disagree	8	10.39	33	23.74	1	2.04	3	18.75	7	3.89	3	7.89	3	5.88	2	9.52	5	20.83	0	0.00	65	1
Strongly Disagree	6	7.79	4	2.88	2	4.08	3	18.75	2	1.11	0	0.00	1	1.96	1	4.76	0	0.00	2	7.14	21	
Column Totals	77	100.00	139	100.00	49	100.00	16	100.00	180	100.00	38	100.00	51	100.00	21	100.00	24	100.00	28	100.00	623	10

Topic: GALILEO met my information needs
(4 = Strongly Agree; 1 = Strongly Disagree)

Responses by Institution Type

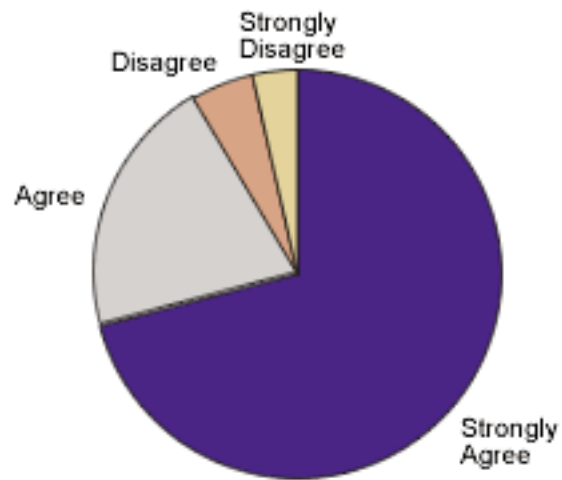


Choice	4 Year (Pub)		2 Year (Pub)		4 Year (Priv)		2 Year (Priv)		Technical		Public Library		K-12 (Pub)		K-12 (Priv)*		Other		Row Totals	
	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col
Strongly Agree	80	38.10	27	47.37	19	47.50	3	60.00	43	55.13	54	42.52	47	55.29	0	0.00	11	55.00	284	45.59
Agree	90	42.86	18	31.58	13	32.50	1	20.00	30	38.46	67	52.76	26	30.59	1	100.00	7	35.00	253	40.61
Disagree	34	16.19	8	14.04	7	17.50	1	20.00	1	1.28	5	3.94	8	9.41	0	0.00	1	5.00	65	10.43
Strongly Disagree	6	2.86	4	7.02	1	2.50	0	0.00	4	5.13	1	0.79	4	4.71	0	0.00	1	5.00	21	3.37
Column Totals	210	100.00	57	100.00	40	100.00	5	100.00	78	100.00	127	100.00	85	100.00	1	100.00	20	100.00	623	100.00

* There is currently no private K-12 school consortium participating in GALILEO database subscriptions.

Topic: I would recommend GALILEO to a friend
(4 = Strongly Agree; 1 = Strongly Disagree)

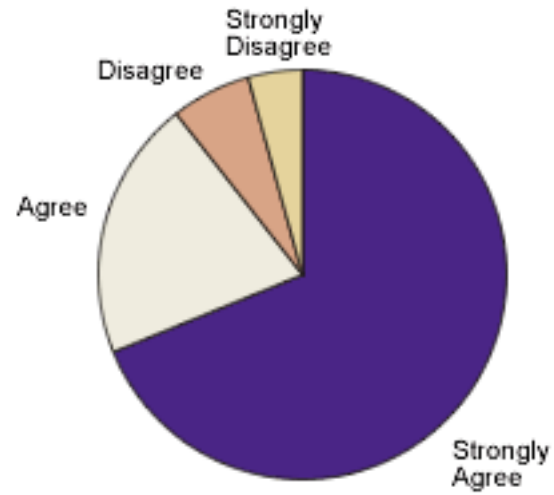
All Responses



	Count	Percent
Strongly Agree	441	70.9%
Agree	128	20.6%
Disagree	31	5.0%
Strongly Disagree	22	3.5%
Total	622	100%
Average response: 3.59 out of 4		

Topic: I would recommend GALILEO to a friend
(4 = Strongly Agree; 1 = Strongly Disagree)

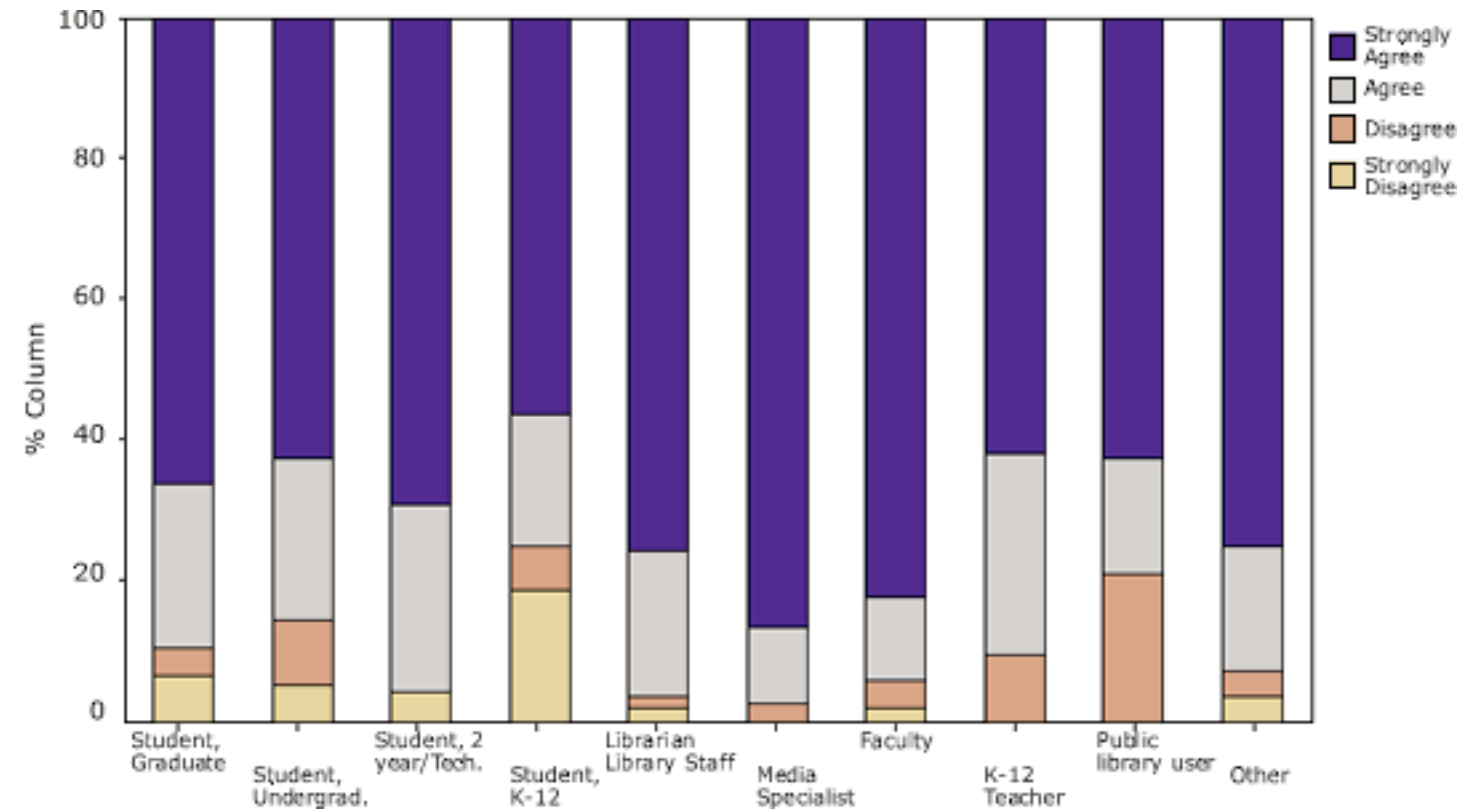
All Responses except Librarians / Library Staff



	Count	Percent
Strongly Agree	305	68.9%
Agree	91	20.5%
Disagree	28	6.3%
Strongly Disagree	19	4.3%
Total	443	100%
Average response: 3.54 out of 4		

Topic: I would recommend GALILEO to a friend
(4 = Strongly Agree; 1 = Strongly Disagree)

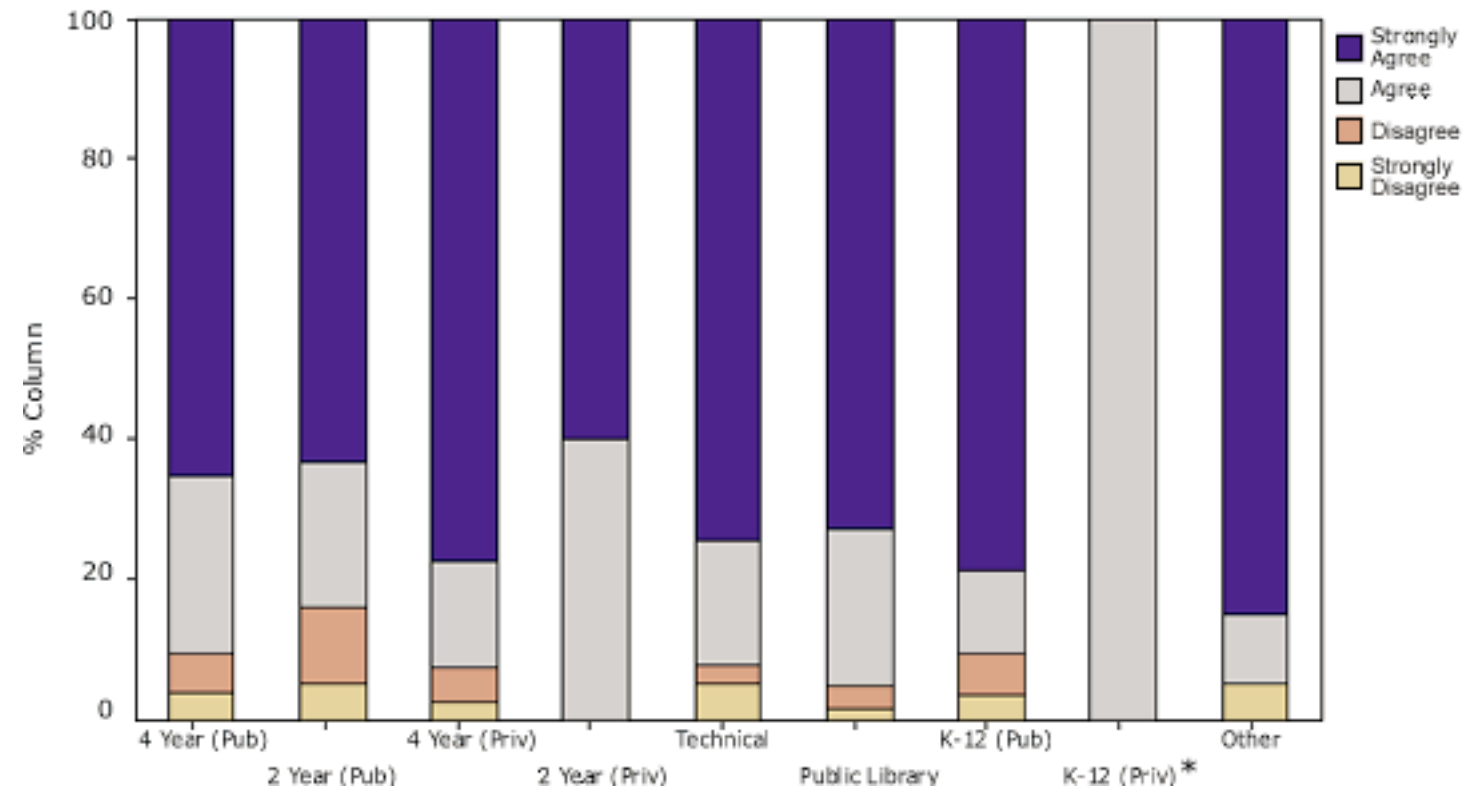
Responses by Type of User



Choice	Student, Graduate		Student, Undergraduate		Student, 2 year / Technical		Student, K-12		Librarian / Library Staff		Media Specialist		Faculty		K-12 Teacher		Public library user		Other		Row Totals	
	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	%
Strongly Agree	51	66.23	87	62.59	34	69.39	9	56.25	136	75.98	33	86.84	42	82.35	13	61.90	15	62.50	21	75.00	441	70
Agree	18	23.38	32	23.02	13	26.53	3	18.75	37	20.67	4	10.53	6	11.76	6	28.57	4	16.67	5	17.86	128	20
Disagree	3	3.90	13	9.35	0	0.00	1	6.25	3	1.68	1	2.63	2	3.92	2	9.52	5	20.83	1	3.57	31	4.
Strongly Disagree	5	6.49	7	5.04	2	4.08	3	18.75	3	1.68	0	0.00	1	1.96	0	0.00	0	0.00	1	3.57	22	3.
Column Totals	77	100.00	139	100.00	49	100.00	16	100.00	179	100.00	38	100.00	51	100.00	21	100.00	24	100.00	28	100.00	622	100

Topic: I would recommend GALILEO to a friend
(4 = Strongly Agree; 1 = Strongly Disagree)

Responses by Institution Type



Choice	4 Year (Pub)		2 Year (Pub)		4 Year (Priv)		2 Year (Priv)		Technical		Public Library		K-12 (Pub)		K-12 (Priv)*		Other		Row Totals	
	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col
Strongly Agree	137	65.24	36	63.16	31	77.50	3	60.00	58	74.36	92	73.02	67	78.82	0	0.00	17	85.00	441	70.90
Agree	53	25.24	12	21.05	6	15.00	2	40.00	14	17.95	28	22.22	10	11.76	1	100.00	2	10.00	128	20.58
Disagree	12	5.71	6	10.53	2	5.00	0	0.00	2	2.56	4	3.17	5	5.88	0	0.00	0	0.00	31	4.98
Strongly Disagree	8	3.81	3	5.26	1	2.50	0	0.00	4	5.13	2	1.59	3	3.53	0	0.00	1	5.00	22	3.54
Column Totals	210	100.00	57	100.00	40	100.00	5	100.00	78	100.00	126	100.00	85	100.00	1	100.00	20	100.00	622	100.00

* There is currently no private K-12 school consortium participating in GALILEO database subscriptions.

I would improve GALILEO by...

The number of usable surveys returned (623) was up slightly from last year (593 in 2003). Of the 623 respondents, 285 (46%) completed the narrative question, "I would improve GALILEO by..." Since this question asks users to comment on areas that need improvement, it is not unexpected that there were more negative responses than positive responses ("Sometimes, just going to the GALILEO web site is enough to make me cry"). Most of the responses (60%) were neutral, neither negative nor positive. Examples of neutral responses include suggestions for more content or for specific database recommendations. Some representative positive comments are below.

- I love GALILEO and use it more than I do some text books.
- Once trained to use certain databases, GALILEO is an amazing source of loads of information.
- I think GALILEO is an awesome site and doesn't need to improve (not that it can)!
- GALILEO is without question the most valuable funding in the state... Its revenue needs to be increased, at minimum three-fold.
- GALILEO is great. We have so much information at our fingertips. Thanks.
- Fantastic service for students I teach and my own research.

The number of users who suggested that the site and databases be in some way simplified (43%) rose three percent over last year. Responses included in this category address the difficulty of choosing from a large number of resources, as well as difficulty navigating and searching in GALILEO. Twelve percent of responses refer to search function or search frustration in the GALILEO site and in individual databases. Responses representative of search function problems include the following:

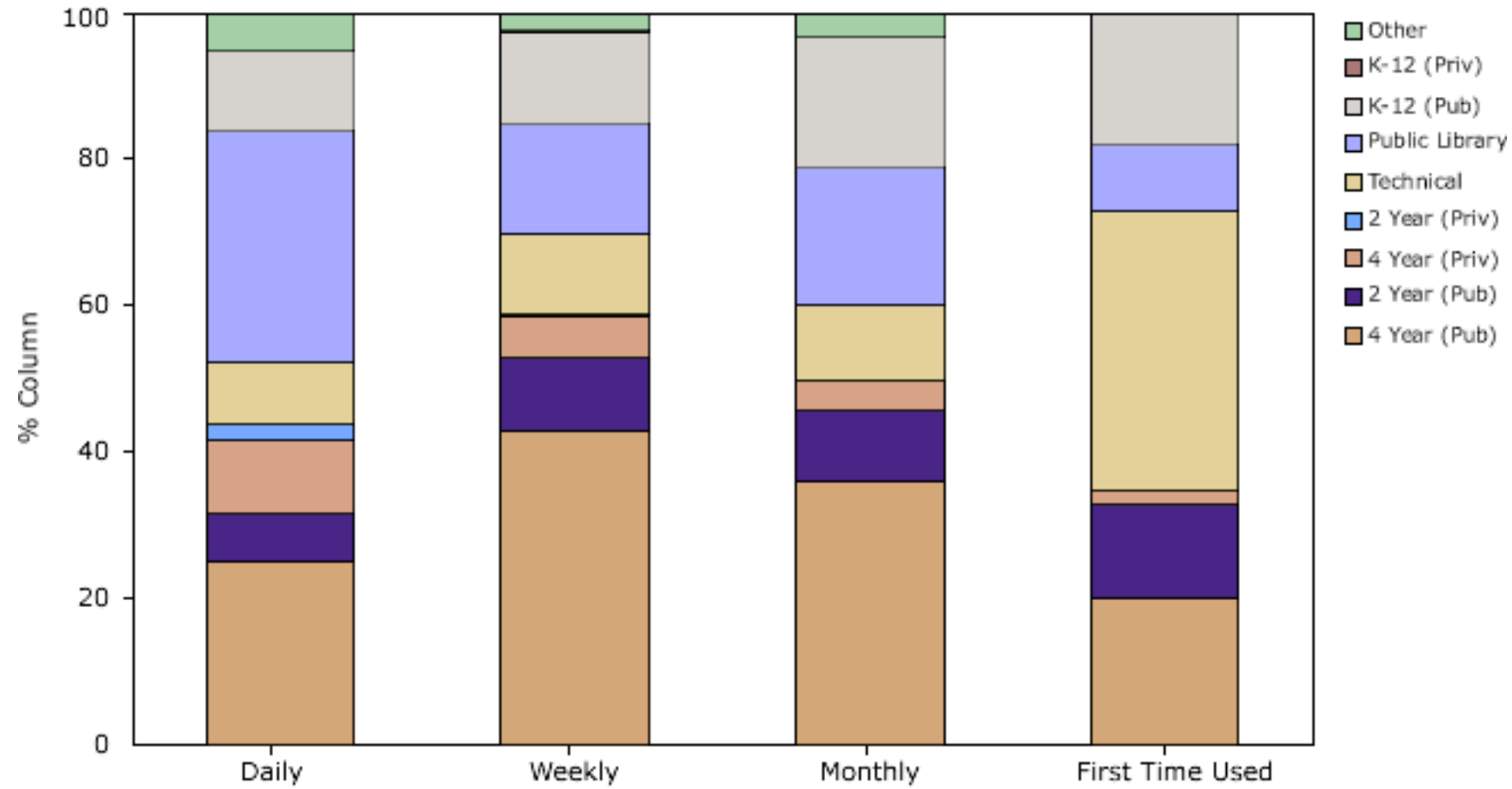
- It is a maze to me. I often have trouble finding an article that I happened to stumble across once before.
- More hits on the first tries. It is frustrating when there are no hits for a certain word that should definitely have a hit!
- Choosing databases is confusing. A "choose database" link on the home page would be helpful.
- Making it easier to search for items. I did not know where to type in what I was searching for.
- Making the search engines a bit more user-friendly...using more search terms that can be identified by the engine.

- Patrons of all ages find GALILEO difficult to use without staff help, and library staff are often unsure of just what database to use or where the database they need is grouped.
- I think GALILEO is difficult to use because you have to search on specific databases. If you don't know what the databases are and whether or not you should use them, then you don't know that you should search on them.
- Simple, you need to make it more like Google! The option to just type in a search term and the most likely help results come up first would be a great improvement.

Over half (58%) of the users who responded requested more content or coverage. Many asked for more databases, more journals, or more full-text articles ("Of course, more full text is what everyone wants"). Some asked for more coverage of particular subject areas, such as literature, history, or automotive repair. Twenty-five (9%) respondents mentioned specific databases they would like to add. None of the suggested databases was mentioned more than twice.

How often do you use GALILEO?

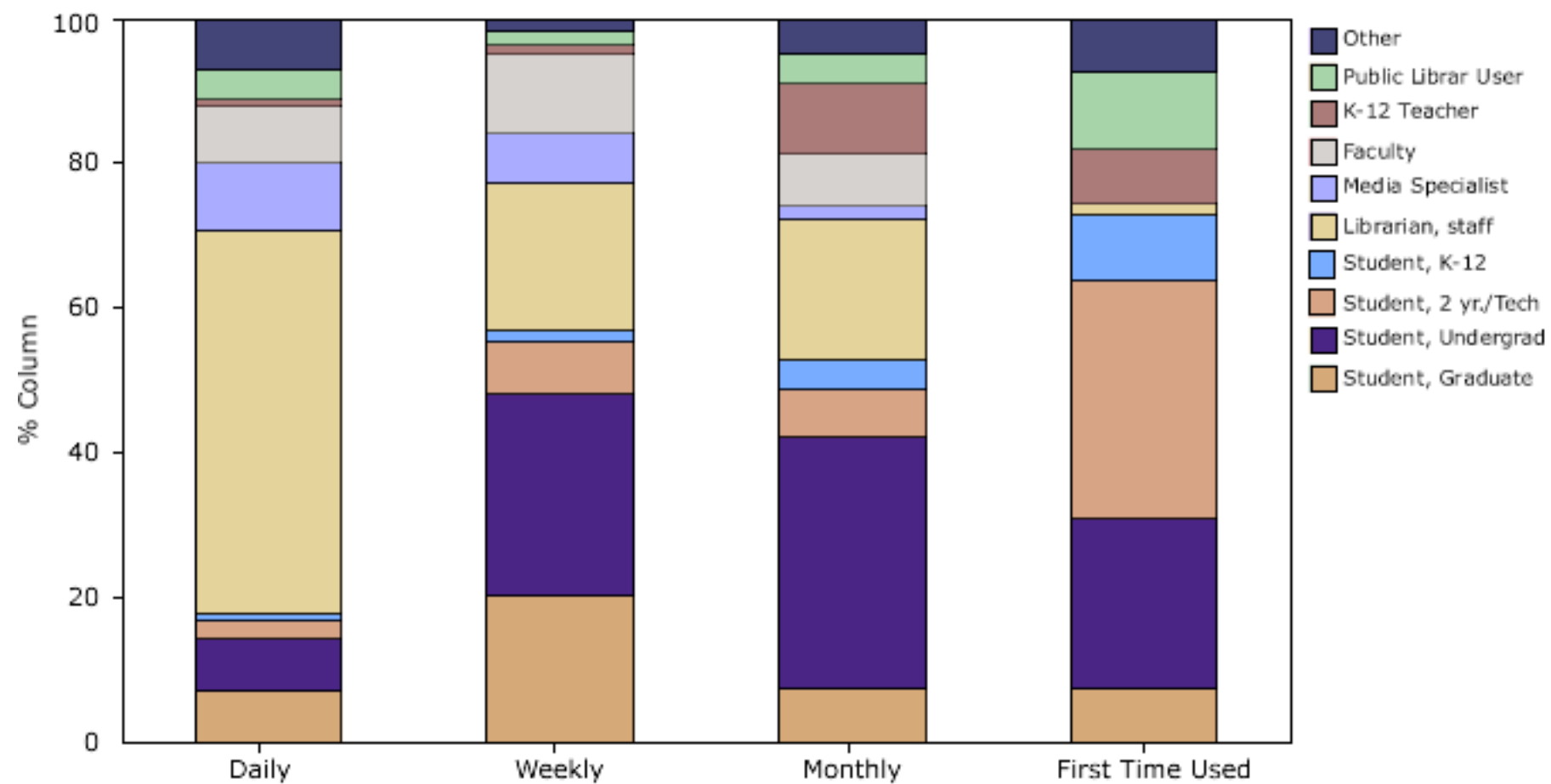
Responses by Institutional Type



Choice	daily	weekly	monthly	first time used	Row Totals
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	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col
4 Year (Pub)	49	24.87	106	42.74	44	35.77	11	20.00	210	33.71
2 Year (Pub)	13	6.60	25	10.08	12	9.76	7	12.73	57	9.15
4 Year (Priv)	20	10.15	14	5.65	5	4.07	1	1.82	40	6.42
2 Year (Priv)	4	2.03	1	0.40	0	0.00	0	0.00	5	0.80
Technical	17	8.63	27	10.89	13	10.57	21	38.18	78	12.52
Public Library	62	31.47	37	14.92	23	18.70	5	9.09	127	20.39
K-12 (Pub)	22	11.17	31	12.50	22	17.89	10	18.18	85	13.64
K-12 (Priv)	0	0.00	1	0.40	0	0.00	0	0.00	1	0.16
Other	10	5.08	6	2.42	4	3.25	0	0.00	20	3.21
Column Totals	197	100.00	248	100.00	123	100.00	55	100.00	623	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	7.11	50	20.16	9	7.32	4	7.27	77	12.36
Student, Undergraduate	14	7.11	69	27.82	43	34.96	13	23.64	139	22.31
Student, 2 year/Technical	5	2.54	18	7.26	8	6.50	18	32.73	49	7.87
Student, K-12	2	1.02	4	1.61	5	4.07	5	9.09	16	2.57
Librarian/Library Staff	104	52.79	51	20.56	24	19.51	1	1.82	180	28.89
Media Specialist	19	9.64	17	6.85	2	1.63	0	0.00	38	6.10
Faculty	15	7.61	27	10.89	9	7.32	0	0.00	51	8.19
K-12 Teacher	2	1.02	3	1.21	12	9.76	4	7.27	21	3.37
Public library user	8	4.06	5	2.02	5	4.07	6	10.91	24	3.85
Other	14	7.11	4	1.61	6	4.88	4	7.27	28	4.49
Column Totals	197	100.00	248	100.00	123	100.00	55	100.00	623	100.00

I would improve GALILEO by...

Coding Categories	Codes	Number of Occurrences	Percentage of
Evaluation	p [positive]	22	
	n [negative]	71	
	u [neutral]	170	
	m [mixed]	9	
	a [ambiguous]	13	
	Total	285	
Technical	bibliographic software	1	
	connection availability	2	
	speed	16	
	timeout setting	1	
	plug-ins (includes PDF)	1	
	statistics	1	
	Total	22	
Coverage	more full text	39	
	more databases	33	
	currency	1	
	more journals	12	
	more books	2	
	scholarly publications	2	
	retrospective coverage	5	
	children's resources	3	
	high school resources	3	
	eliminate databases	2	
	Internet resources	1	
	arts	4	
	history	4	
	literature	8	

	business	3	
	social sciences	2	
	government	2	
	sciences	1	
	automotive repair	2	
	health	3	
	genealogy	1	
	readers' advisory	1	
	test practice	1	
	philosophy	1	
	area studies	2	
	primary sources	1	
	education	1	
	specific products (1)	25	
	Total	165	(58%)
Policy	pricing	1	
	remote access	2	
	passwords	3	
	publicity	3	
	Total	9	(3%)
Interface	home page	3	
	menus	1	
	simplyfy	51	
	kids' page/link to kids	2	
	Total	57	(20%)
Function	locations/journal lists	2	
	multiple db searching	12	
	customize/GLRI	3	
	database function	20	

	direct link to journal/article	1	
	cross-database linking	2	
	search function	34	
	Total	74	(26%)
Beyond GALILEO's Control (2)	y [yes}	4	
	Total	4	(1%)
Misconception	y [yes]	5	
	Total	5	(2%)
Instruction/ Help	y [yes]	18	
	Total	18	(6%)
Uncodable (3)	u [neutral]	13	
	Total	13	(5%)

(1) Specific products mentioned once (unless noted otherwise): Gale Literature Resource Center--2; Gale History Resource Center; Gale Discovering Collection; Gale Science Resource Center; Gale Biography Resource Center; Facts for Learning--2; JSTOR--2; Communication & Mass Media Complete; Sanborn Map Collection; Atlanta Journal-Constitution; Facts on File, CQ Researcher; Web of Science; Heritage Quest; LexisNexis (for public libraries); Ethnic NewsWatch; American History and Life; Facts.com; NoveList (for K-12); AccessScience (for K-12); Readers' Guide to Periodical Literature.

(2) Beyond GALILEO's Control: For example, a request to ensure a particular journal title will continue to be licensed by a particular database.

(3) Uncodable: "n/a"; "increased functionality."