# GALILEO User Survey 2005 Report

Measuring GALILEO Performance

The annual GALILEO survey is conducted 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 2005 (November 15 through November 21, 2005). A total of 692 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.
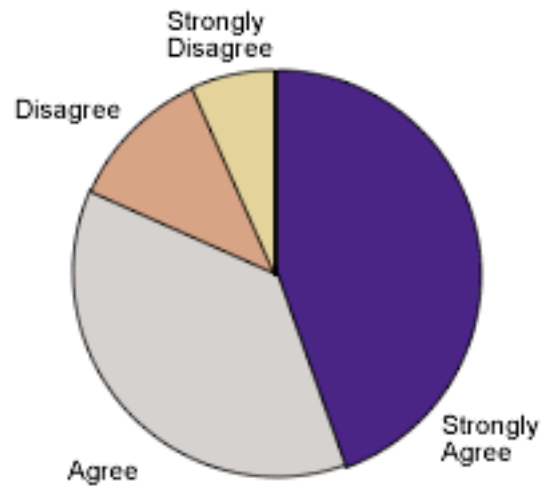
Please indicate your opinion about GALILEO
Topic: I found it easy to use GALILEO
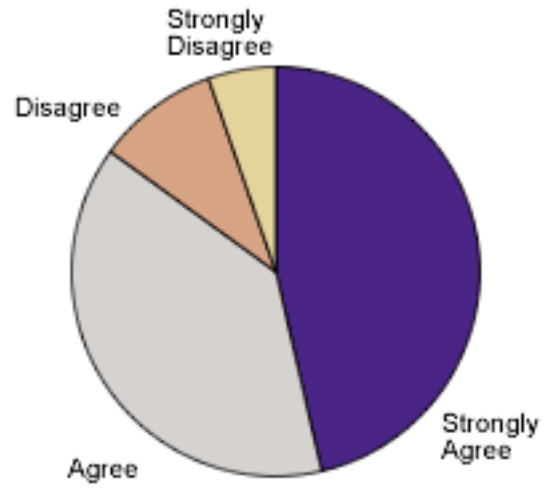
	Count	Percent
Strongly Agree	321	46.4%
Agree	267	38.6%
Disagree	67	9.7%
Strongly Disagree	37	5.3%
Total	692	100%
Average response: 3.26 out of 4		

Topic: I found it easy to use GALILEO
All Responses *except* Librarians / Library Staff

	Count	Percent
Strongly Agree	221	44.6%
Agree	184	37.1%
Disagree	58	11.7%
Strongly Disagree	33	6.7%
Total	496	100%
Average response: 3.20 out of 4		

Topic: I found it easy to use GALILEO
Responses by Type of User
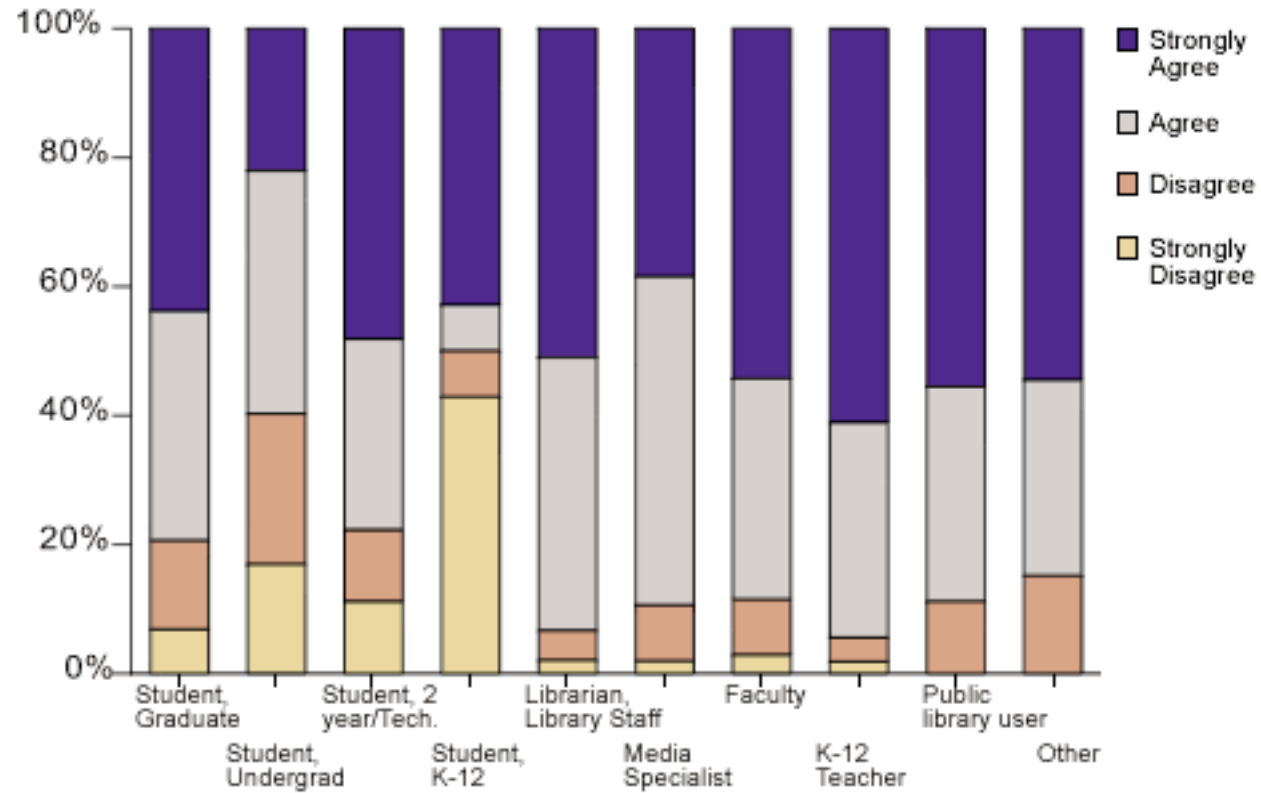
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	32	43.84%	26	35.62%	10	13.70%	5	6.85%	73	100.00%
Student, Undergraduate	17	22.08%	29	37.66%	18	23.38%	13	16.88%	77	100.00%
Student, 2 year / Technical	13	48.15%	8	29.63%	3	11.11%	3	11.11%	27	100.00%
Student, K-12	6	42.86%	1	7.14%	1	7.14%	6	42.86%	14	100.00%
Librarian / Library Staff	100	51.02%	83	42.35%	9	4.59%	4	2.04%	196	100.00%
Media Specialist	40	38.46%	53	50.96%	9	8.65%	2	1.92%	104	100.00%
Faculty	57	54.29%	36	34.29%	9	8.57%	3	2.86%	105	100.00%
K-12 Teacher	33	61.11%	18	33.33%	2	3.70%	1	1.85%	54	100.00%
Public library user	5	55.56%	3	33.33%	1	11.11%	0	0.00%	9	100.00%
Other	18	54.55%	10	30.30%	5	15.15%	0	0.00%	33	100.00%
Total	**321**	**46.39%**	**267**	**38.58%**	**67**	**9.68%**	**37**	**5.35%**	**692**	**100.00%**

**Topic: I found it easy to use GALILEO**

Responses by Institution Type

{ INCLUDEPICTURE "http://www.usg.edu/galileo/about/assess/2005/images/easy_inst.gif" * MERGEFORMATINET }
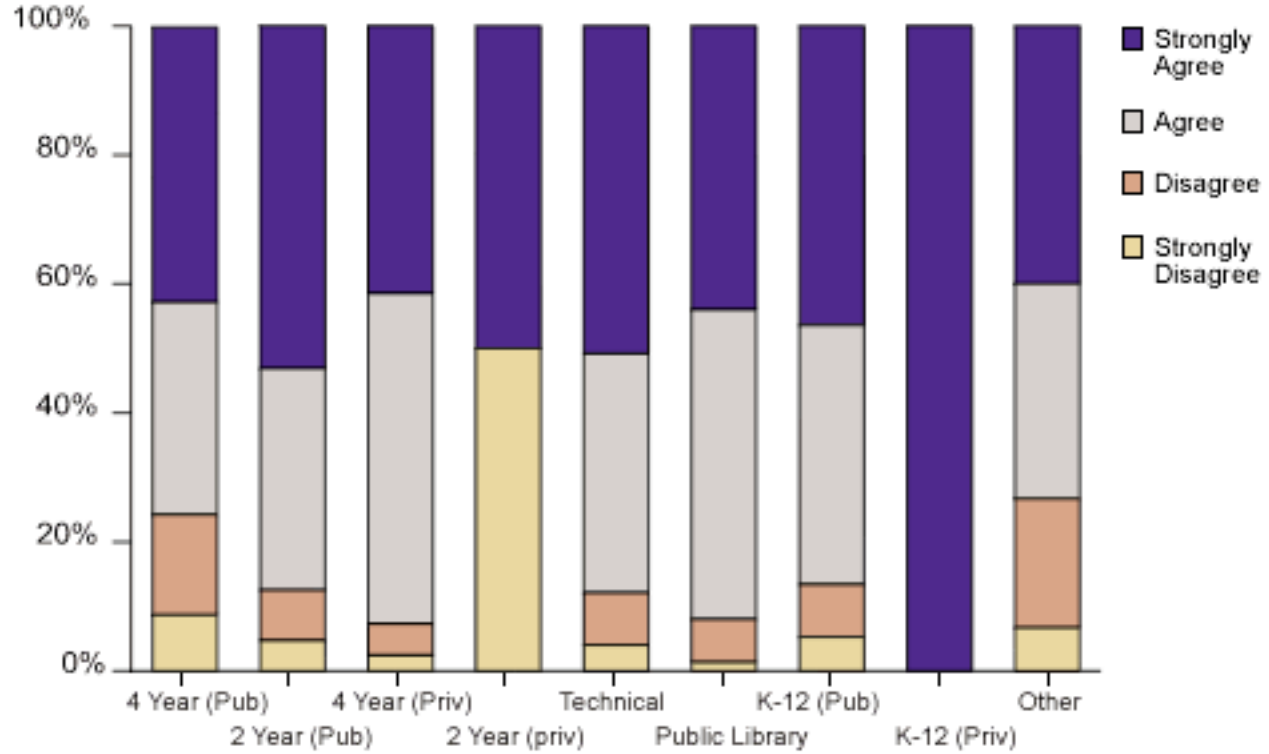
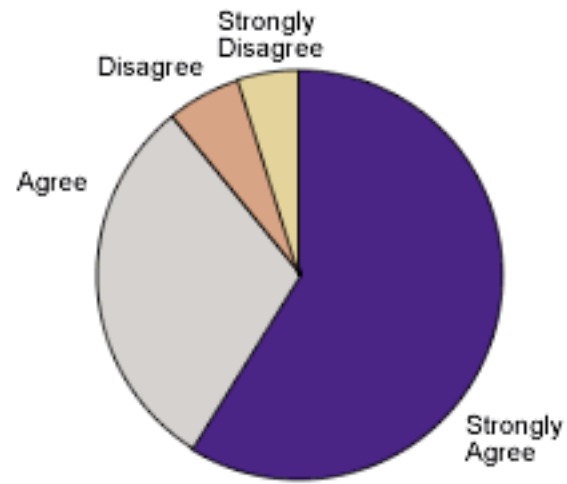|	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	69	42.86%	53	32.92%	25	15.53%	14	8.70%	161	100.00%
2 Year (Pub)	34	53.13%	22	34.38%	5	7.81%	3	4.69%	64	100.00%
4 Year (Priv)	17	41.46%	21	51.22%	2	4.88%	1	2.44%	41	100.00%
2 Year (Priv)	1	50.00%	0	0.00%	0	0.00%	1	50.00%	2	100.00%
Technical	63	50.81%	46	37.10%	10	8.06%	5	4.03%	124	100.00%
Public Library	33	44.00%	36	48.00%	5	6.67%	1	1.33%	75	100.00%
K-12 (Pub)	97	46.41%	84	40.19%	17	8.13%	11	5.26%	209	100.00%
K-12 (Priv)	1	100.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%
Other	6	40.00%	5	33.33%	3	20.00%	1	6.67%	15	100.00%
Total	**321**	**46.39%**	**267**	**38.58%**	**67**	**9.68%**	**37**	**5.35%**	**692**	**100.00%**

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

Please indicate your opinion about GALILEO
Topic: Using GALILEO databases saved me time
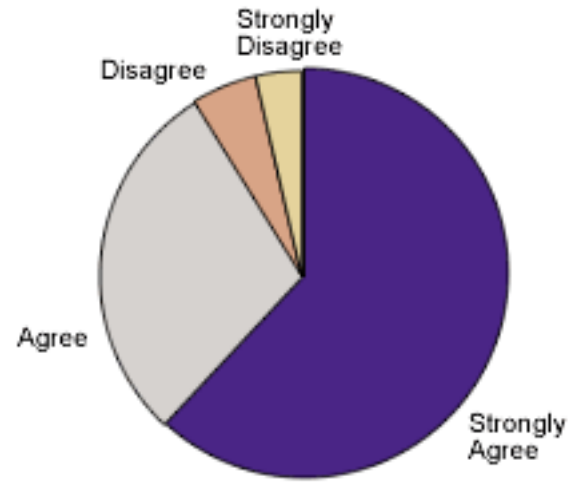
	Count	Percent
Strongly Agree	429	62.0%
Agree	202	29.2%
Disagree	36	5.2%
Strongly Disagree	25	3.6%
Total	692	100%
Average response: 3.50 out of 4		

Topic: Using GALILEO databases saved me time
All Responses *except* Librarians / Library Staff

	Count	Percent
Strongly Agree	292	58.9%
Agree	150	30.2%
Disagree	30	6.0%
Strongly Disagree	24	4.8%
Total	496	100%
Average response: 3.43 out of 4		

Topic: Using GALILEO databases saved me time
Responses by Type of User
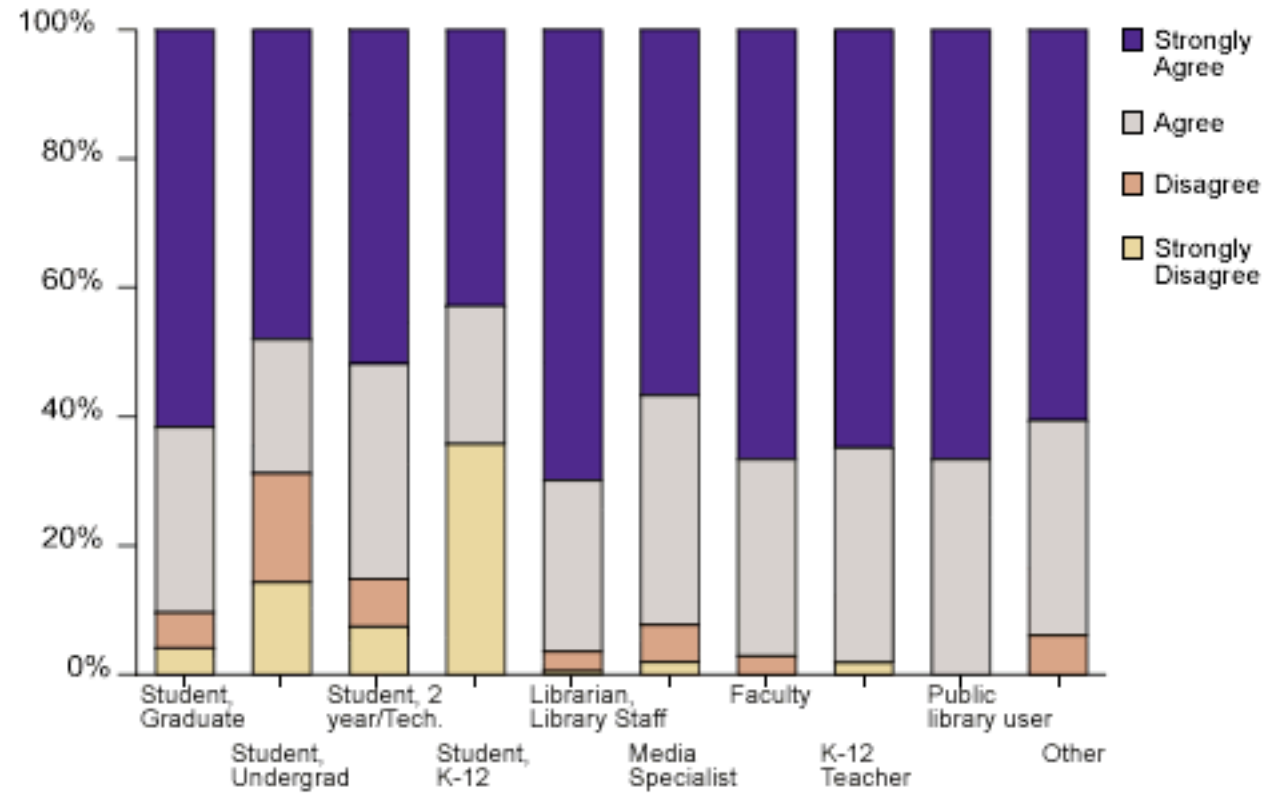
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	45	61.64%	21	28.77%	4	5.48%	3	4.11%	73	100.00%
Student, Undergraduate	37	48.05%	16	20.78%	13	16.88%	11	14.29%	77	100.00%
Student, 2 year / Technical	14	51.85%	9	33.33%	2	7.41%	2	7.41%	27	100.00%
Student, K-12	6	42.86%	3	21.43%	0	0.00%	5	35.71%	14	100.00%
Librarian / Library Staff	137	69.90%	52	26.53%	6	3.06%	1	0.51%	196	100.00%
Media Specialist	59	56.73%	37	35.58%	6	5.77%	2	1.92%	104	100.00%
Faculty	70	66.67%	32	30.48%	3	2.86%	0	0.00%	105	100.00%
K-12 Teacher	35	64.81%	18	33.33%	0	0.00%	1	1.85%	54	100.00%
Public library user	6	66.67%	3	33.33%	0	0.00%	0	0.00%	9	100.00%
Other	20	60.61%	11	33.33%	2	6.06%	0	0.00%	33	100.00%
Total	**429**	**61.99%**	**202**	**29.19%**	**36**	**5.20%**	**25**	**3.61%**	**692**	**100.00%**

Topic: Using GALILEO databases saved me time
Responses by Institution Type
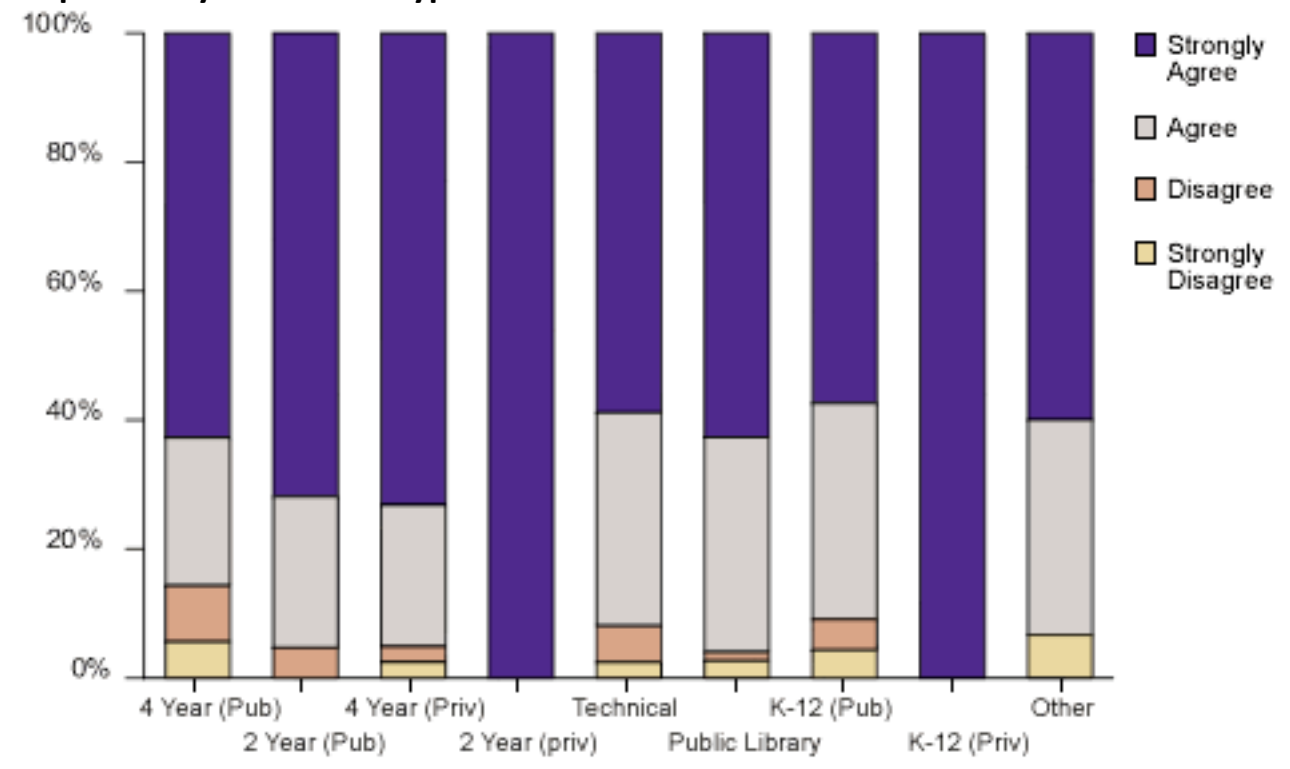
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	**% Row**	**Count**	**% Row**	**Count**	**% Row**	**Count**	**% Row**	**Count**	**% Row**
4 Year (Pub)	101	62.73%	37	22.98%	14	8.70%	9	5.59%	161	100.00%
2 Year (Pub)	46	71.88%	15	23.44%	3	4.69%	0	0.00%	64	100.00%
4 Year (Priv)	30	73.17%	9	21.95%	1	2.44%	1	2.44%	41	100.00%
2 Year (Priv)	2	100.00%	0	0.00%	0	0.00%	0	0.00%	2	100.00%
Technical	73	58.87%	41	33.06%	7	5.65%	3	2.42%	124	100.00%
Public Library	47	62.67%	25	33.33%	1	1.33%	2	2.67%	75	100.00%
K-12 (Pub)	120	57.42%	70	33.49%	10	4.78%	9	4.31%	209	100.00%
K-12 (Priv)	1	100.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%
Other	9	60.00%	5	33.33%	0	0.00%	1	6.67%	15	100.00%
Total	**429**	**61.99%**	**202**	**29.19%**	**36**	**5.20%**	**25**	**3.61%**	**692**	**100.00%**

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

Please indicate your opinion about GALILEO
Topic: I think GALILEO is a valuable service
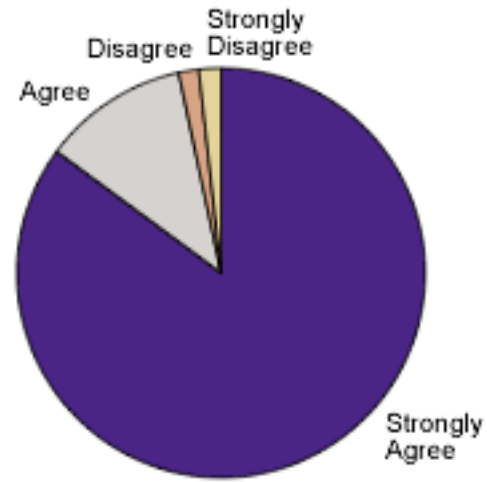
	Count	Percent
Strongly Agree	589	85.1%
Agree	80	11.6%
Disagree	11	1.6%
Strongly Disagree	12	1.7%
Total	692	100%
Average response: 3.80 out of 4		

Topic: I think GALILEO is a valuable service
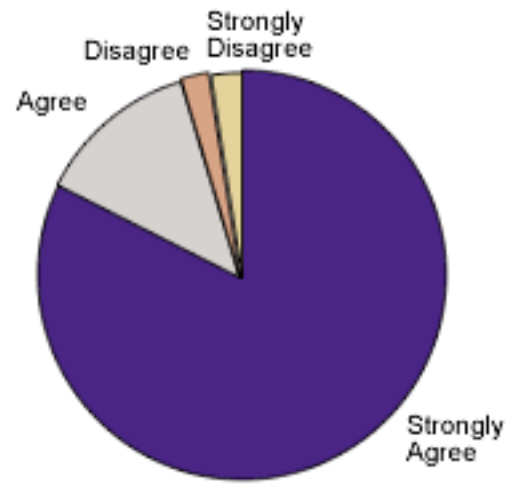
	Count	Percent
Strongly Agree	409	82.5%
Agree	64	12.9%
Disagree	11	2.2%
Strongly Disagree	12	2.4%
Total	496	100%
Average response: 3.75 out of 4		

Topic: I think GALILEO is a valuable service
Responses by Type of User
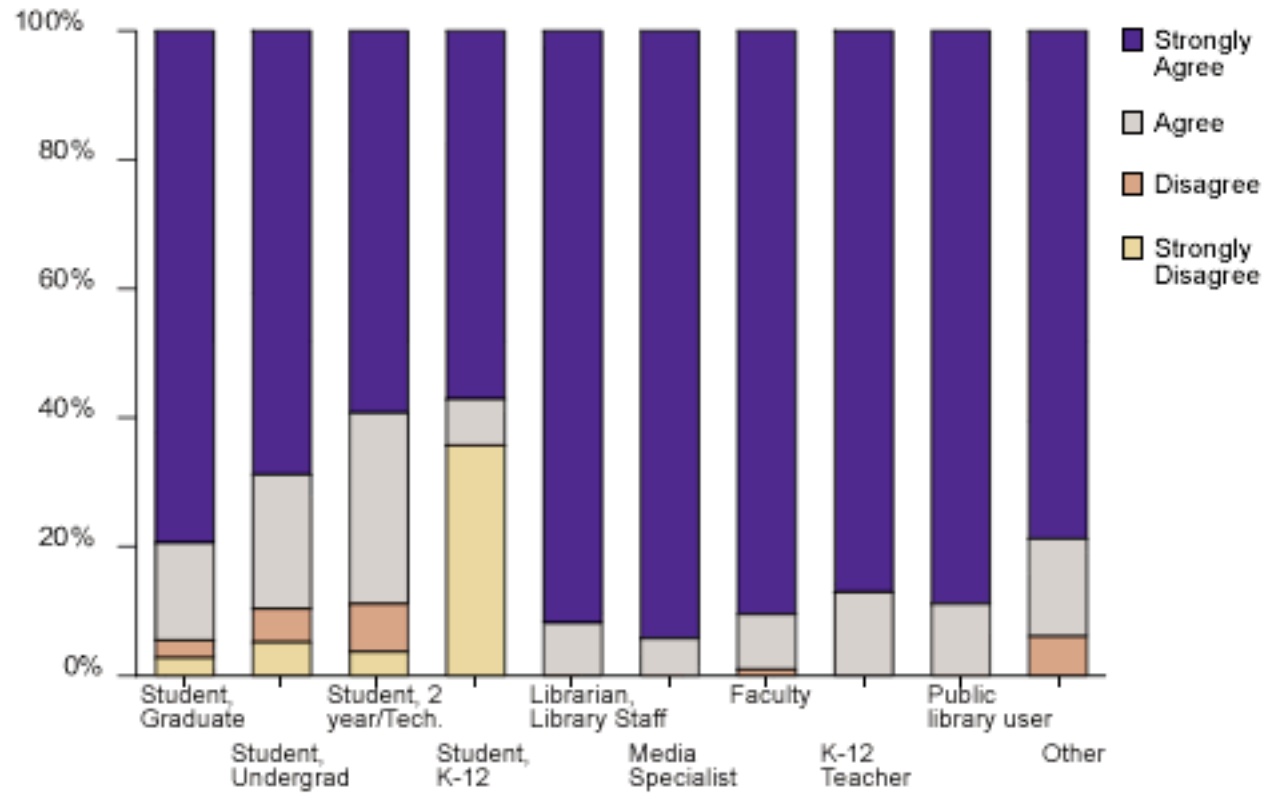
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	58	79.45%	11	15.07%	2	2.74%	2	2.74%	73	100.00%
Student, Undergraduate	53	68.83%	16	20.78%	4	5.19%	4	5.19%	77	100.00%
Student, 2 year / Technical	16	59.26%	8	29.63%	2	7.41%	1	3.70%	27	100.00%
Student, K-12	8	57.14%	1	7.14%	0	0.00%	5	35.71%	14	100.00%
Librarian / Library Staff	180	91.84%	16	8.16%	0	0.00%	0	0.00%	196	100.00%
Media Specialist	98	94.23%	6	5.77%	0	0.00%	0	0.00%	104	100.00%
Faculty	95	90.48%	9	8.57%	1	0.95%	0	0.00%	105	100.00%
K-12 Teacher	47	87.04%	7	12.96%	0	0.00%	0	0.00%	54	100.00%
Public library user	8	88.89%	1	11.11%	0	0.00%	0	0.00%	9	100.00%
Other	26	78.79%	5	15.15%	2	6.06%	0	0.00%	33	100.00%
Total	**589**	**85.12%**	**80**	**11.56%**	**11**	**1.59%**	**12**	**1.73%**	**692**	**100.00%**

Topic: I think GALILEO is a valuable service
Responses by Institution Type
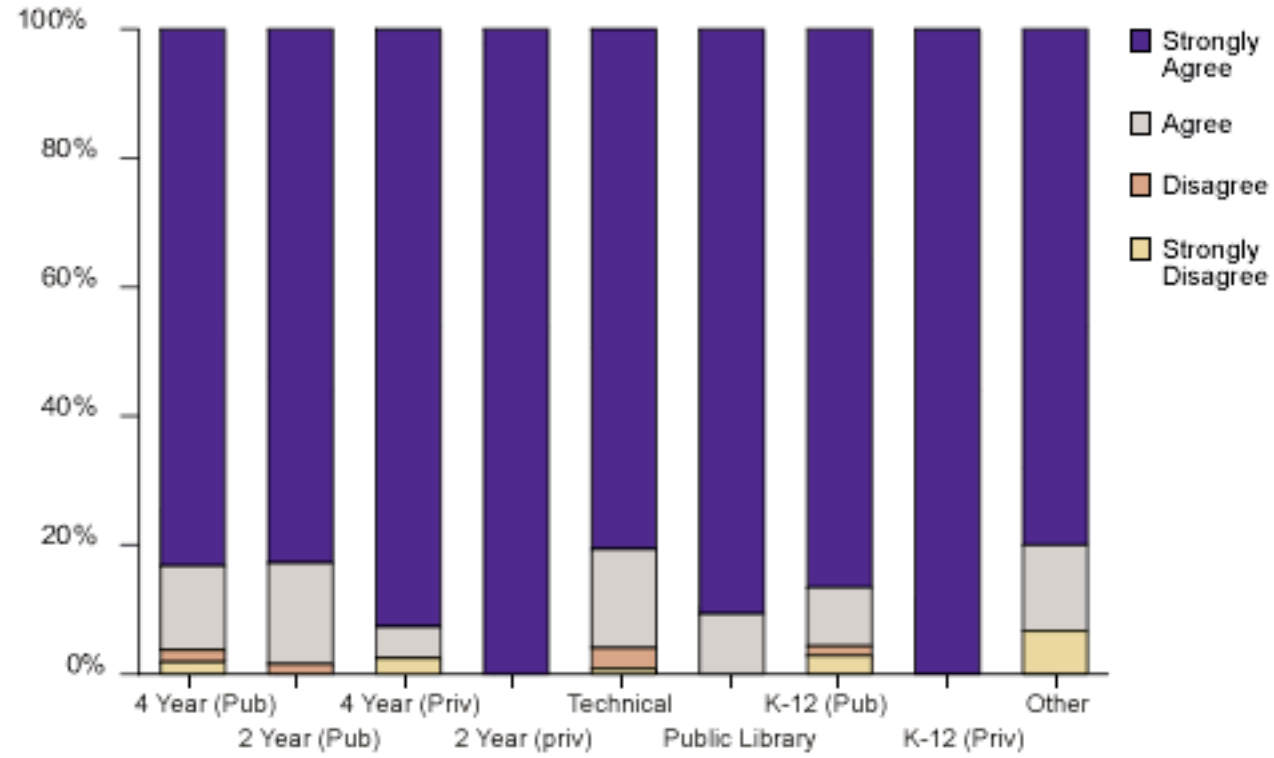
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	134	83.23%	21	13.04%	3	1.86%	3	1.86%	161	100.00%
2 Year (Pub)	53	82.81%	10	15.63%	1	1.56%	0	0.00%	64	100.00%
4 Year (Priv)	38	92.68%	2	4.88%	0	0.00%	1	2.44%	41	100.00%
3 Year (Priv)	2	100.00%	0	0.00%	0	0.00%	0	0.00%	2	100.00%
Technical	100	80.65%	19	15.32%	4	3.23%	1	0.81%	124	100.00%
Public Library	68	90.67%	7	9.33%	0	0.00%	0	0.00%	75	100.00%
K-12 (Pub)	181	86.60%	19	9.09%	3	1.44%	6	2.87%	209	100.00%
K-12 (Priv)	1	100.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%
Other	12	80.00%	2	13.33%	0	0.00%	1	6.67%	15	100.00%
Total	**589**	**85.12%**	**80**	**11.56%**	**11**	**1.59%**	**12**	**1.73%**	**692**	**100.00%**

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

Please indicate your opinion about GALILEO
Topic: I think GALILEO response time is acceptable
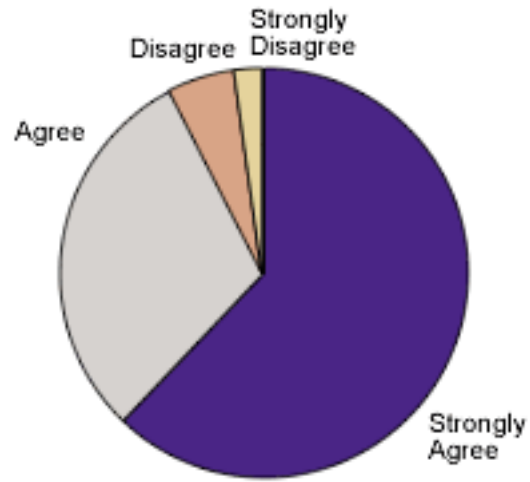
	Count	Percent
Strongly Agree	430	62.1%
Agree	210	30.3%
Disagree	37	5.3%
Strongly Disagree	15	2.2%
Total	692	100%
Average response: 3.52 out of 4		

Topic: I think GALILEO response time is acceptable
All Responses *except* Librarians / Library Staff
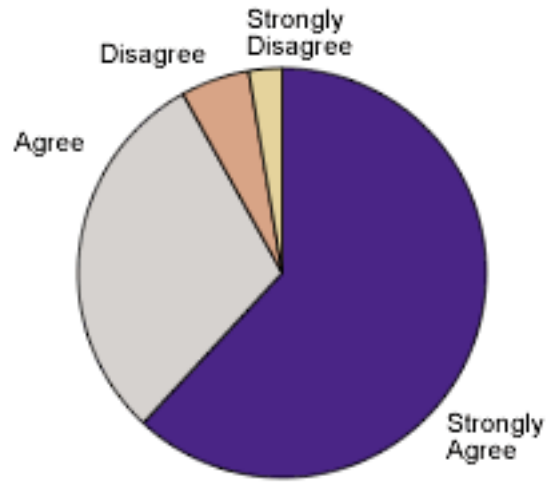
	Count	Percent
Strongly Agree	307	61.9%
Agree	149	30.0%
Disagree	27	5.4%
Strongly Disagree	13	2.6%
Total	496	100%
Average response: 3.51 out of 4		

Topic: I think GALILEO response time is acceptable
Responses by Type of User
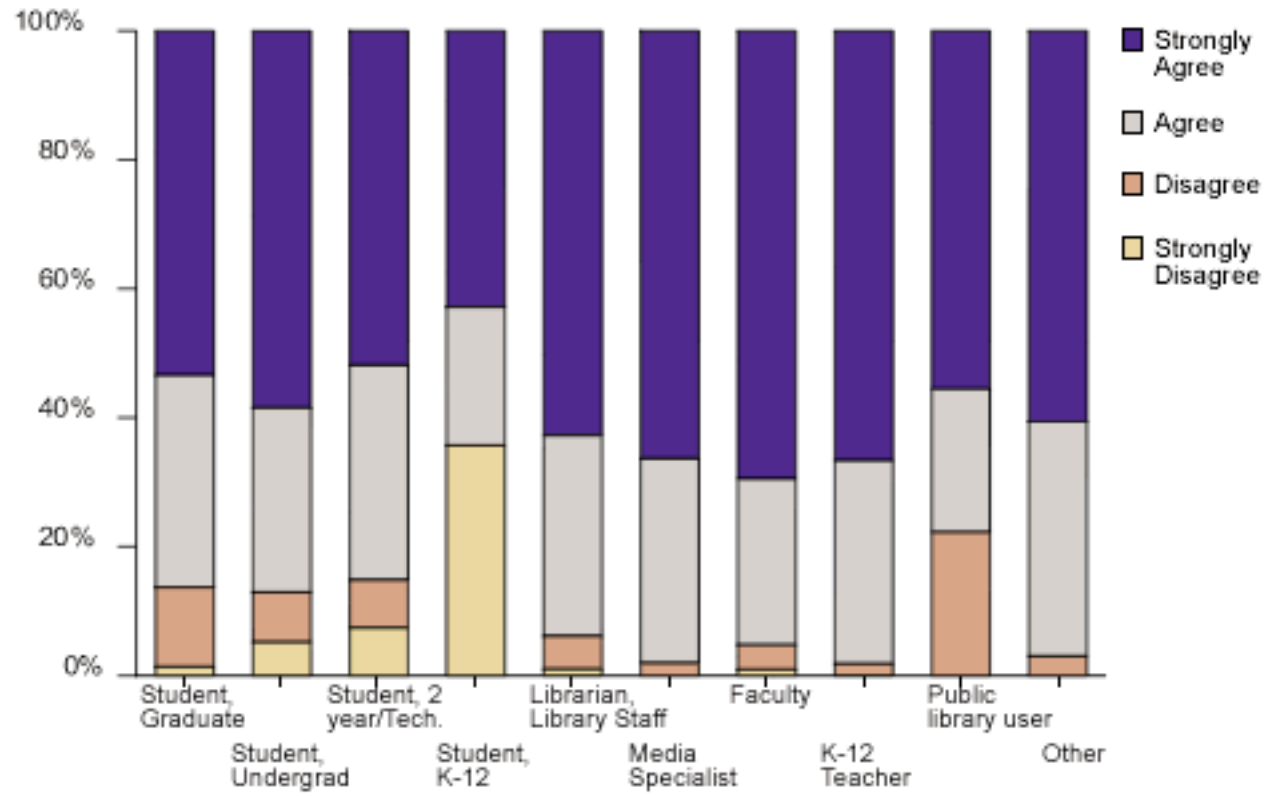
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	39	53.42%	24	32.88%	9	12.33%	1	1.37%	73	100.00%
Student, Undergraduate	45	58.44%	22	28.57%	6	7.79%	4	5.19%	77	100.00%
Student, 2 year / Technical	14	51.85%	9	33.33%	2	7.41%	2	7.41%	27	100.00%
Student, K-12	6	42.86%	3	21.43%	0	0.00%	5	35.71%	14	100.00%
Librarian / Library Staff	123	62.76%	61	31.12%	10	5.10%	2	1.02%	196	100.00%
Media Specialist	69	66.35%	33	31.73%	2	1.92%	0	0.00%	104	100.00%
Faculty	73	69.52%	27	25.71%	4	3.81%	1	0.95%	105	100.00%
K-12 Teacher	36	66.67%	17	31.48%	1	1.85%	0	0.00%	54	100.00%
Public library user	5	55.56%	2	22.22%	2	22.22%	0	0.00%	9	100.00%
Other	20	60.61%	12	36.36%	1	3.03%	0	0.00%	33	100.00%
Total	**430**	**62.14%**	**210**	**30.35%**	**37**	**5.35%**	**15**	**2.17%**	**692**	**100.00%**

Topic: I think GALILEO response time is acceptable

Responses by Institution Type

{ INCLUDEPICTURE "http://www.usg.edu/galileo/about/assess/2005/images/response_time_inst.gif" * MERGEFORMATINET }
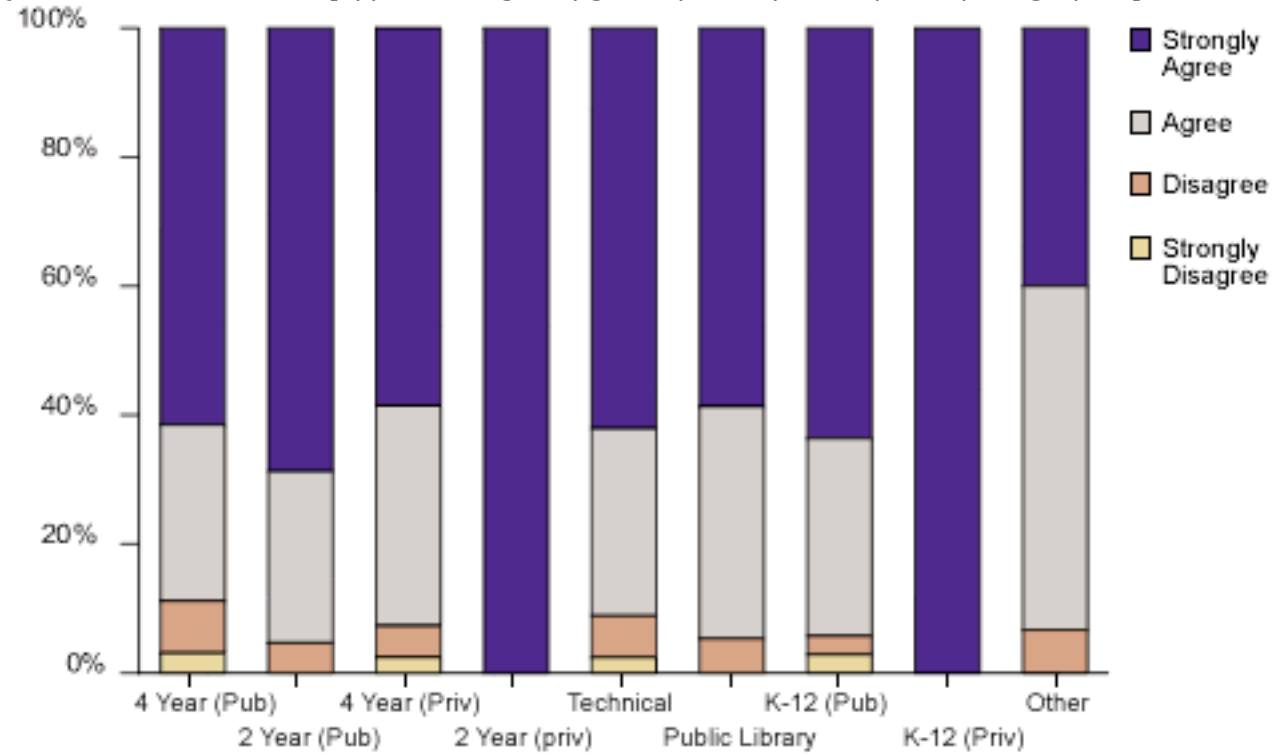
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	99	61.49%	44	27.33%	13	8.07%	5	3.11%	161	100.00%
2 Year (Pub)	44	68.75%	17	26.56%	3	4.69%	0	0.00%	64	100.00%
4 Year (Priv)	24	58.54%	14	34.15%	2	4.88%	1	2.44%	41	100.00%
3 Year (Priv)	2	100.00%	0	0.00%	0	0.00%	0	0.00%	2	100.00%
Technical	77	62.10%	36	29.03%	8	6.45%	3	2.42%	124	100.00%
Public Library	44	58.67%	27	36.00%	4	5.33%	0	0.00%	75	100.00%
K-12 (Pub)	133	63.64%	64	30.62%	6	2.87%	6	2.87%	209	100.00%
K-12 (Priv)	1	100.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%
Other	6	40.00%	8	53.33%	1	6.67%	0	0.00%	15	100.00%
Total	**430**	**62.14%**	**210**	**30.35%**	**37**	**5.35%**	**15**	**2.17%**	**692**	**100.00%**

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

Please indicate your opinion about GALILEO
Topic: GALILEO met my information needs
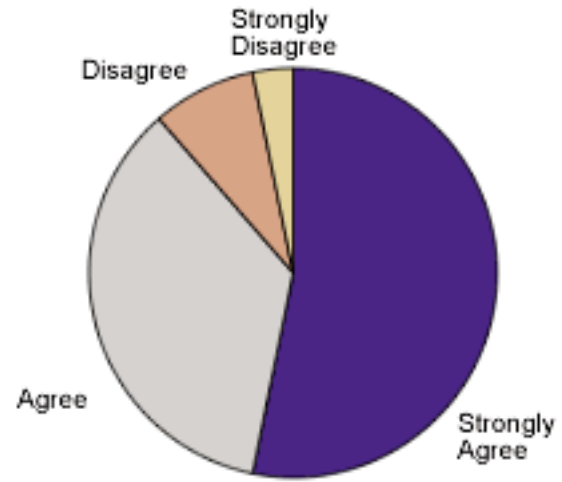
	Count	Percent
Strongly Agree	368	53.2%
Agree	245	35.4%
Disagree	57	8.2%
Strongly Disagree	22	3.2%
Total	692	100%
Average response: 3.39 out of 4		

Topic: GALILEO met my information needs
All Responses *except* Librarians / Library Staff
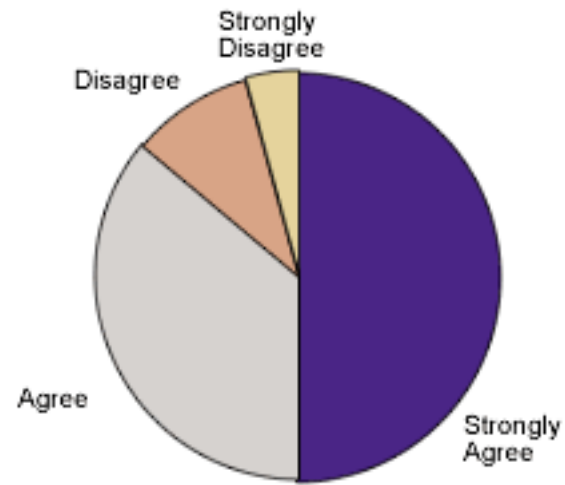
	Count	Percent
Strongly Agree	248	50.0%
Agree	179	36.1%
Disagree	48	9.7%
Strongly Disagree	21	4.2%
Total	496	100%
Average response: 3.28 out of 4		

Topic: GALILEO met my information needs
Responses by Type of User
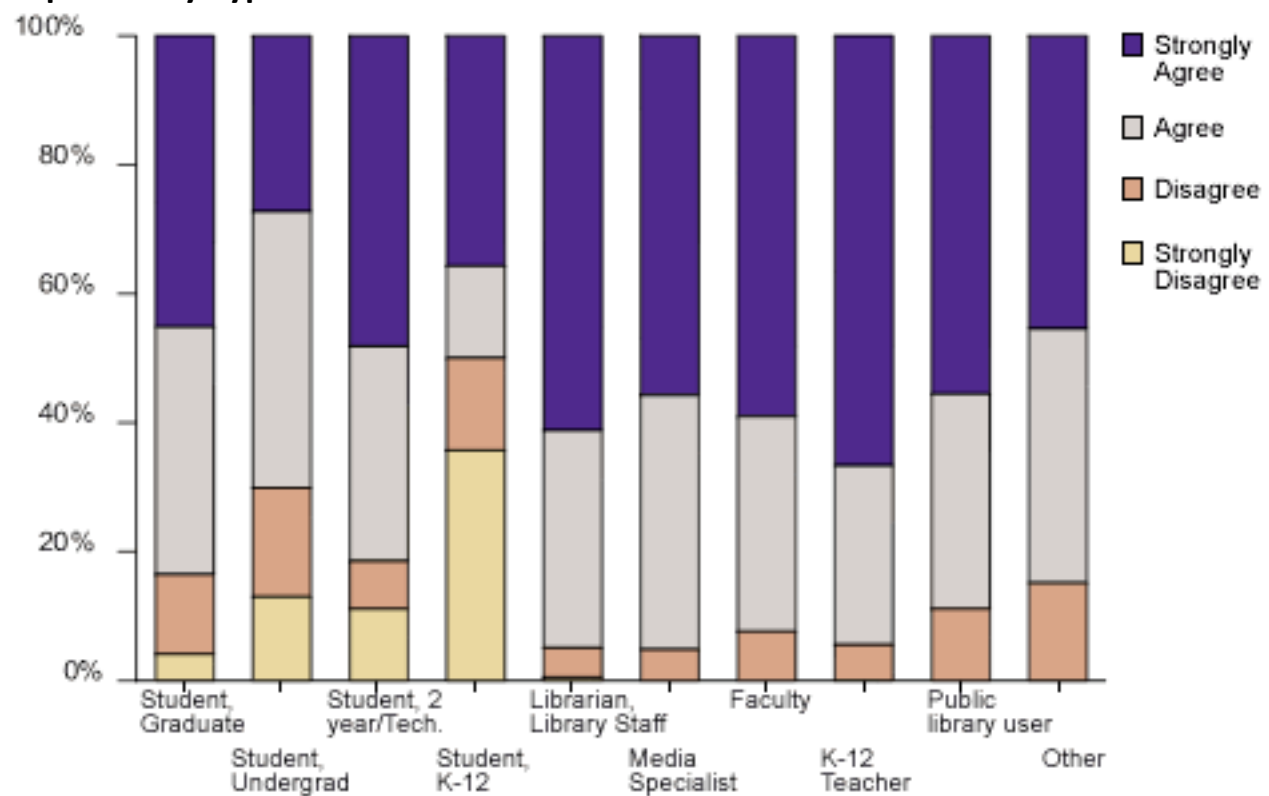
Legend:
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

X-axis categories: Student, Graduate; Student, Undergrad; Student, 2 year/Tech.; Student, K-12; Librarian, Library Staff; Media Specialist; Faculty; K-12 Teacher; Public library user; Other

	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	33	45.21%	28	38.36%	9	12.33%	3	4.11%	73	100.00%
Student, Undergraduate	21	27.27%	33	42.86%	13	16.88%	10	12.99%	77	100.00%
Student, 2 year / Technical	13	48.15%	9	33.33%	2	7.41%	3	11.11%	27	100.00%
Student, K-12	5	35.71%	2	14.29%	2	14.29%	5	35.71%	14	100.00%
Librarian / Library Staff	120	61.22%	66	33.67%	9	4.59%	1	0.51%	196	100.00%
Media Specialist	58	55.77%	41	39.42%	5	4.81%	0	0.00%	104	100.00%
Faculty	62	59.05%	35	33.33%	8	7.62%	0	0.00%	105	100.00%
K-12 Teacher	36	66.67%	15	27.78%	3	5.56%	0	0.00%	54	100.00%
Public library user	5	55.56%	3	33.33%	1	11.11%	0	0.00%	9	100.00%
Other	15	45.45%	13	39.39%	5	15.15%	0	0.00%	33	100.00%
Total	**368**	**53.18%**	**245**	**35.40%**	**57**	**8.24%**	**22**	**3.18%**	**692**	**100.00%**

Topic: GALILEO met my information needs
Responses by Institution Type
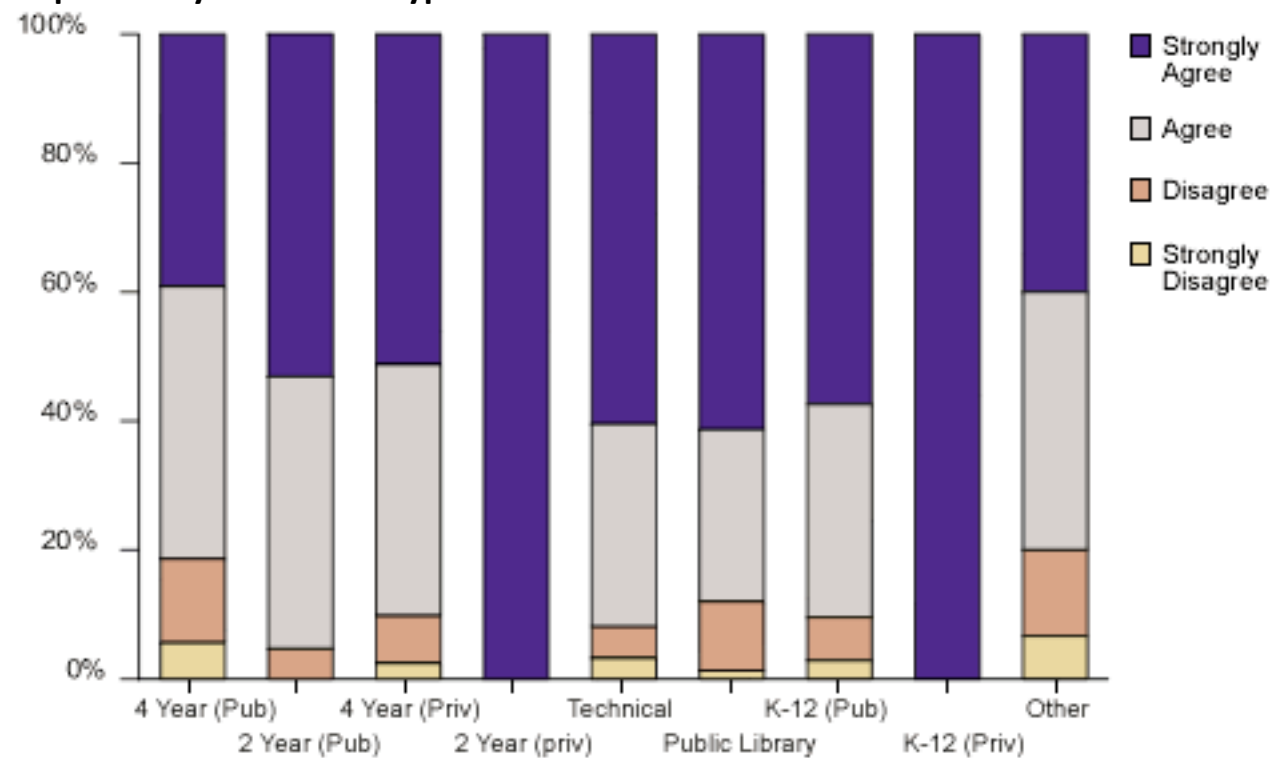
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	63	39.13%	68	42.24%	21	13.04%	9	5.59%	161	100.00%
2 Year (Pub)	34	53.13%	27	42.19%	3	4.69%	0	0.00%	64	100.00%
4 Year (Priv)	21	51.22%	16	39.02%	3	7.32%	1	2.44%	41	100.00%
3 Year (Priv)	2	100.00%	0	0.00%	0	0.00%	0	0.00%	2	100.00%
Technical	75	60.48%	39	31.45%	6	4.84%	4	3.23%	124	100.00%
Public Library	46	61.33%	20	26.67%	8	10.67%	1	1.33%	75	100.00%
K-12 (Pub)	120	57.42%	69	33.01%	14	6.70%	6	2.87%	209	100.00%
K-12 (Priv)	1	100.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%
Other	6	40.00%	6	40.00%	2	13.33%	1	6.67%	15	100.00%
Total	**368**	**53.18%**	**245**	**35.40%**	**57**	**8.24%**	**22**	**3.18%**	**692**	**100.00%**

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

Please indicate your opinion about GALILEO
Topic: I would recommend GALILEO to a friend
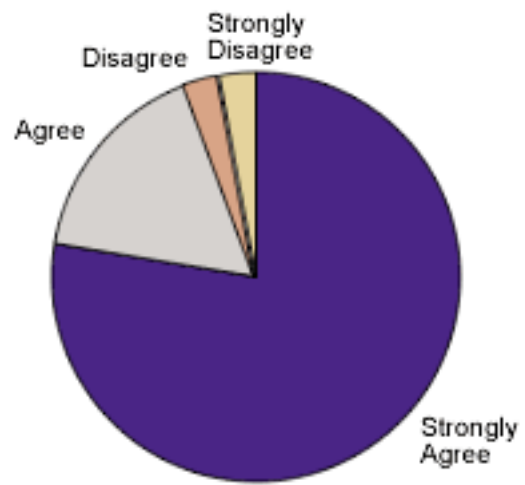
	Count	Percent
Strongly Agree	537	77.6%
Agree	116	16.8%
Disagree	19	2.7%
Strongly Disagree	20	2.9%
Total	692	100%
Average response: 3.69 out of 4		

Topic: I would recommend GALILEO to a friend
All Responses *except* Librarians / Library Staff
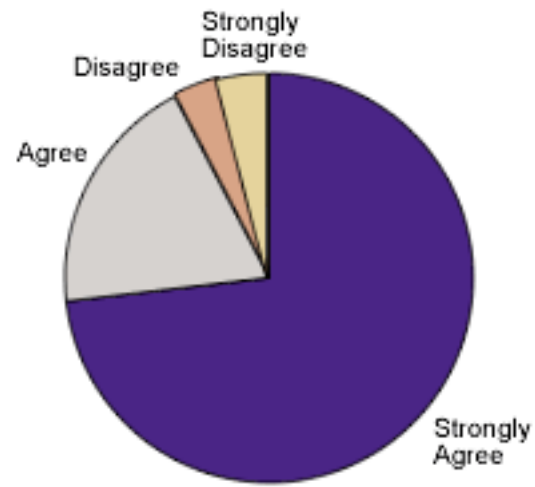
	Count	Percent
Strongly Agree	363	73.2%
Agree	95	19.2%
Disagree	18	3.6%
Strongly Disagree	20	4.0%
Total	496	100%
Average response: 3.61 out of 4		

Topic: I would recommend GALILEO to a friend
Responses by Type of User
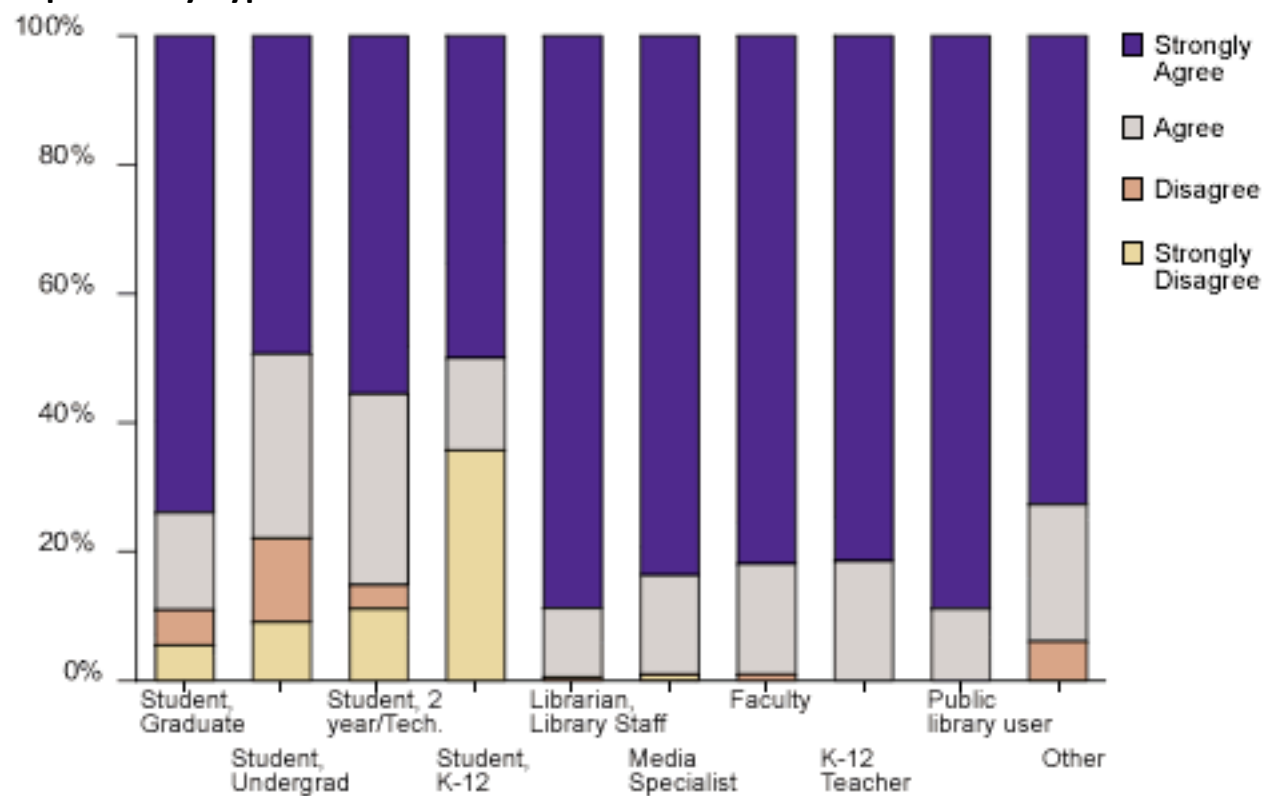
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	54	73.97%	11	15.07%	4	5.48%	4	5.48%	73	100.00%
Student, Undergraduate	38	49.35%	22	28.57%	10	12.99%	7	9.09%	77	100.00%
Student, 2 year / Technical	15	55.56%	8	29.63%	1	3.70%	3	11.11%	27	100.00%
Student, K-12	7	50.00%	2	14.29%	0	0.00%	5	35.71%	14	100.00%
Librarian / Library Staff	174	88.78%	21	10.71%	1	0.51%	0	0.00%	196	100.00%
Media Specialist	87	83.65%	16	15.38%	0	0.00%	1	0.96%	104	100.00%
Faculty	86	81.90%	18	17.14%	1	0.95%	0	0.00%	105	100.00%
K-12 Teacher	44	81.48%	10	18.52%	0	0.00%	0	0.00%	54	100.00%
Public library user	8	88.89%	1	11.11%	0	0.00%	0	0.00%	9	100.00%
Other	24	72.73%	7	21.21%	2	6.06%	0	0.00%	33	100.00%
Total	**537**	**77.60%**	**116**	**16.76%**	**19**	**2.75%**	**20**	**2.89%**	**692**	**100.00%**

Topic: I would recommend GALILEO to a friend
Responses by Institution Type
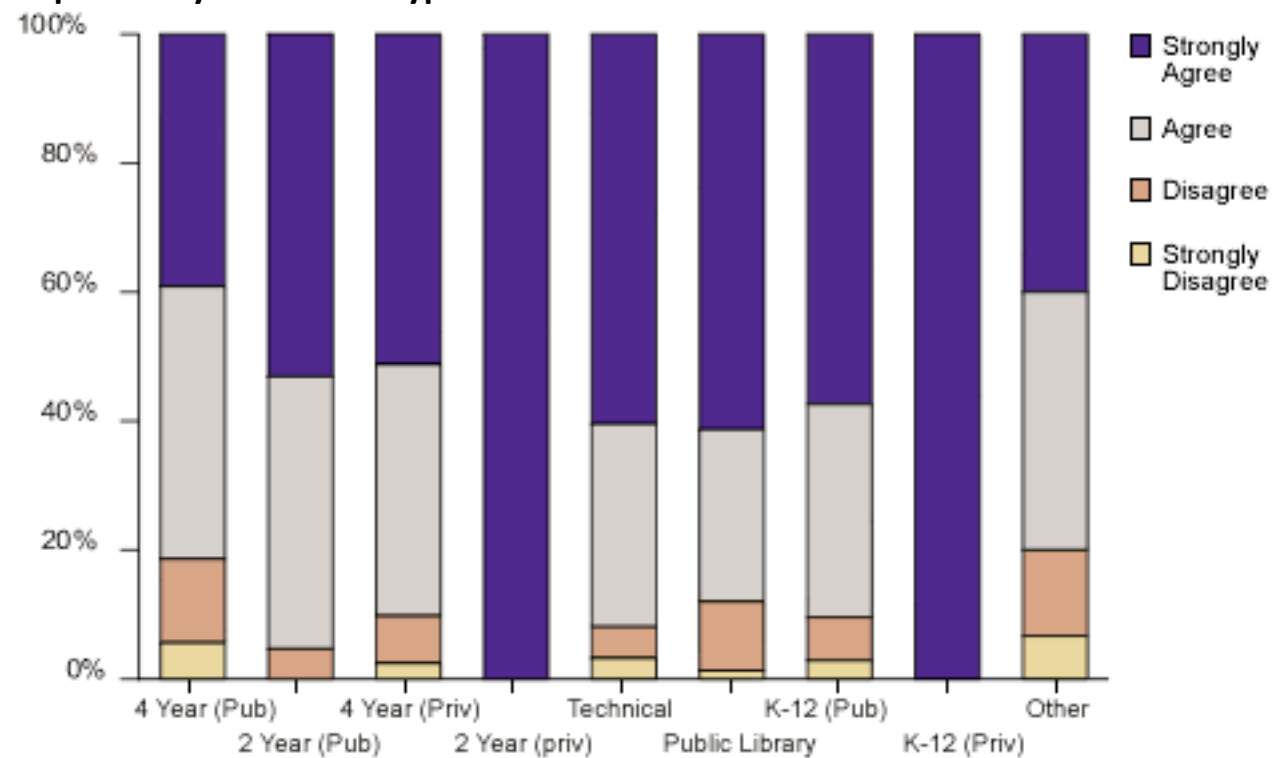
	Strongly Agree
	Agree
	Disagree
	Strongly Disagree

100%

80%

60%

40%

20%

0%

4 Year (Pub)   4 Year (Priv)   Technical   K-12 (Pub)   Other
        2 Year (Pub)   2 Year (priv)   Public Library   K-12 (Priv)

	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	118	73.29%	27	16.77%	8	4.97%	8	4.97%	161	100.00%
2 Year (Pub)	49	76.56%	13	20.31%	1	1.56%	1	1.56%	64	100.00%
4 Year (Priv)	31	75.61%	8	19.51%	1	2.44%	1	2.44%	41	100.00%
3 Year (Priv)	2	100.00%	0	0.00%	0	0.00%	0	0.00%	2	100.00%
Technical	93	75.00%	25	20.16%	4	3.23%	2	1.61%	124	100.00%
Public Library	66	88.00%	7	9.33%	2	2.67%	0	0.00%	75	100.00%
K-12 (Pub)	166	79.43%	33	15.79%	3	1.44%	7	3.35%	209	100.00%
K-12 (Priv)	1	100.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%
Other	11	73.33%	3	20.00%	0	0.00%	1	6.67%	15	100.00%
Total	**537**	**77.60%**	**116**	**16.76%**	**19**	**2.75%**	**20**	**2.89%**	**692**	**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 (692) increased 11% over last year (623 in 2004) and increased 17% over 2003 (593). Of the 692 respondents, 296 (43%) completed the narrative questions, "I would improve GALILEO by…" Well over half of the responses (65%) to this question were neutral, neither positive nor negative. The neutral designation was given to such responses as suggestions for content or new functionality that has only recently become available to libraries. Most comments designated as "negative" concern the complexity of the GALILEO web site and the perception that it is not user-friendly or easily searchable ("I would like to see a friendly article search that is not quite so intimidating"). Some representative positive comments are below.

- As a teacher, I find it invaluable.

- The GALILEO Kid's page is wonderful for middle and elementary students.

- I am a non-traditional student who works full time, has an active family with children, and am trying to earn my bachelor's degree. Without GALILEO, I would not be able to research and write papers!

- GALILEO is an excellent service. I am a teacher who is going back to school, and I use GALILEO all the time for my research.

- Advertise it!! People in the state do not know about this fabulous resource.

- The new express links are a great feature and make the databases appear less intimidating to use

- I really enjoy using it.

- Love the state projects you have put together. Fabulous initiatives! Wow to the Sanborn maps!!!

Over seventy percent of the respondents suggested increased content or coverage as an improvement. The number of respondents who suggested increased full-text content was up ten percent over last year, and the number who suggested more databases increased by 12%. Fifteen percent (43) mentioned specific products they would like to see added to their database offerings.

The request to simplify GALILEO has been a refrain in annual user surveys since the question was first asked in 1998. The percentage was down slightly this year at 17% (18% in 2004); however, the percentage of respondents who had negative responses specifically about the GALILEO home page or menus rose. Respondents who specifically mentioned difficulties regarding the home page increased nine percent over last year and those who mentioned navigating the tabs or menus increased eight percent. Comments about the home page and menus include the following:

- The subject buttons on the home page are difficult for the average user.

- I think the K-12 database page might be easier to navigate for students if it wasn't as wordy, perhaps have database icons as well as the list.

- Any chance you could make the search screens easier to navigate? I understand you are limited by the database, but the front-end page could be a little more friendly.

- Different color scheme for student use.

- It still seems a little busy in its appearance and I think that I would do something to streamline that.

- Enable me to get to PsycINFO more quickly . . . decrease the number of keystrokes.

Since GALILEO first began sending users to database native interfaces in 1999 rather than launching searches within the GALILEO single interface, users have asked for the capability to search across multiple databases simultaneously. Respondents cite having to enter their search in too many different search screens ("It gets frustrating that I have to spend hours just trying different keywords in the bazillions of different databases") and having to know the name of the specific database that is appropriate for their search. The percentage of respondents who mentioned federated searching this year rose eight percent over last year. The increased interest in this functionality may be partly attributable to the fact that federated searching became a hot topic in the library world in 2005 and that plans to implement a federated search product for all GALILEO consortia were announced.

How often do you use GALILEO?
Responses by Institutional Type
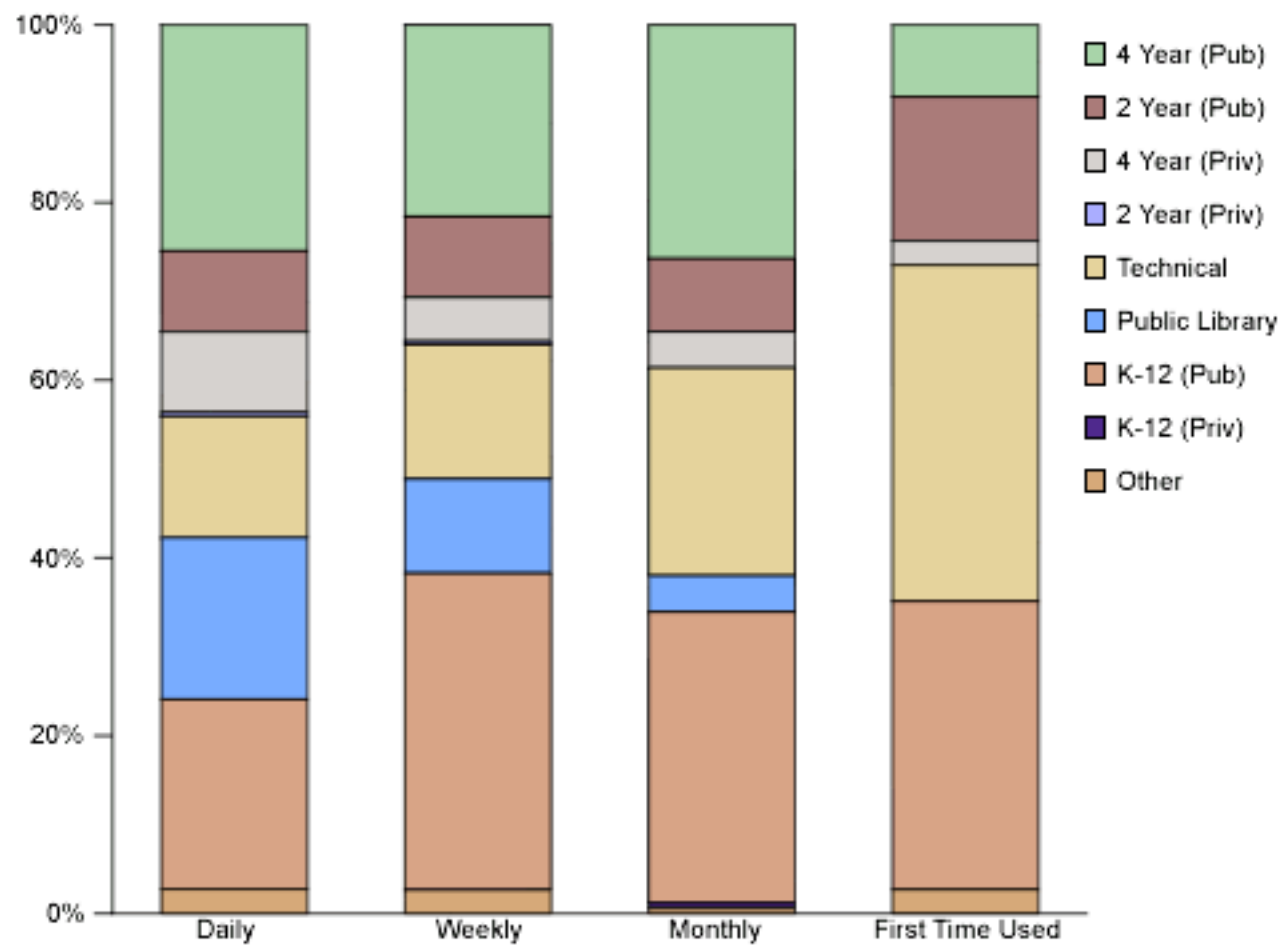
Choice	daily		weekly		monthly		first time used		Row Totals	
	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col
4 Year (Pub)	56	25.45%	57	21.59%	45	26.32%	3	8.11%	161	23.27%
2 Year (Pub)	20	9.09%	24	9.09%	14	8.19%	6	16.22%	64	9.25%
4 Year (Priv)	20	9.09%	13	4.92%	7	4.09%	1	2.70%	41	5.92%
2 Year (Priv)	1	0.45%	1	0.38%	0	0.00%	0	0.00%	2	0.29%
Technical	30	13.64%	40	15.15%	40	23.39%	14	37.84%	124	17.92%
Public Library	40	18.18%	28	10.61%	7	4.09%	0	0.00%	75	10.84%
K-12 (Pub)	47	21.36%	94	35.61%	56	32.75%	12	32.43%	209	30.20%
K-12 (Priv)	0	0.00%	0	0.00%	1	0.58%	0	0.00%	1	0.14%
Other	6	2.73%	7	2.65%	1	0.58%	1	2.70%	15	2.17%
Column Totals	220	100%	264	100%	171	100%	37	100%	692	100%

Responses by User Type
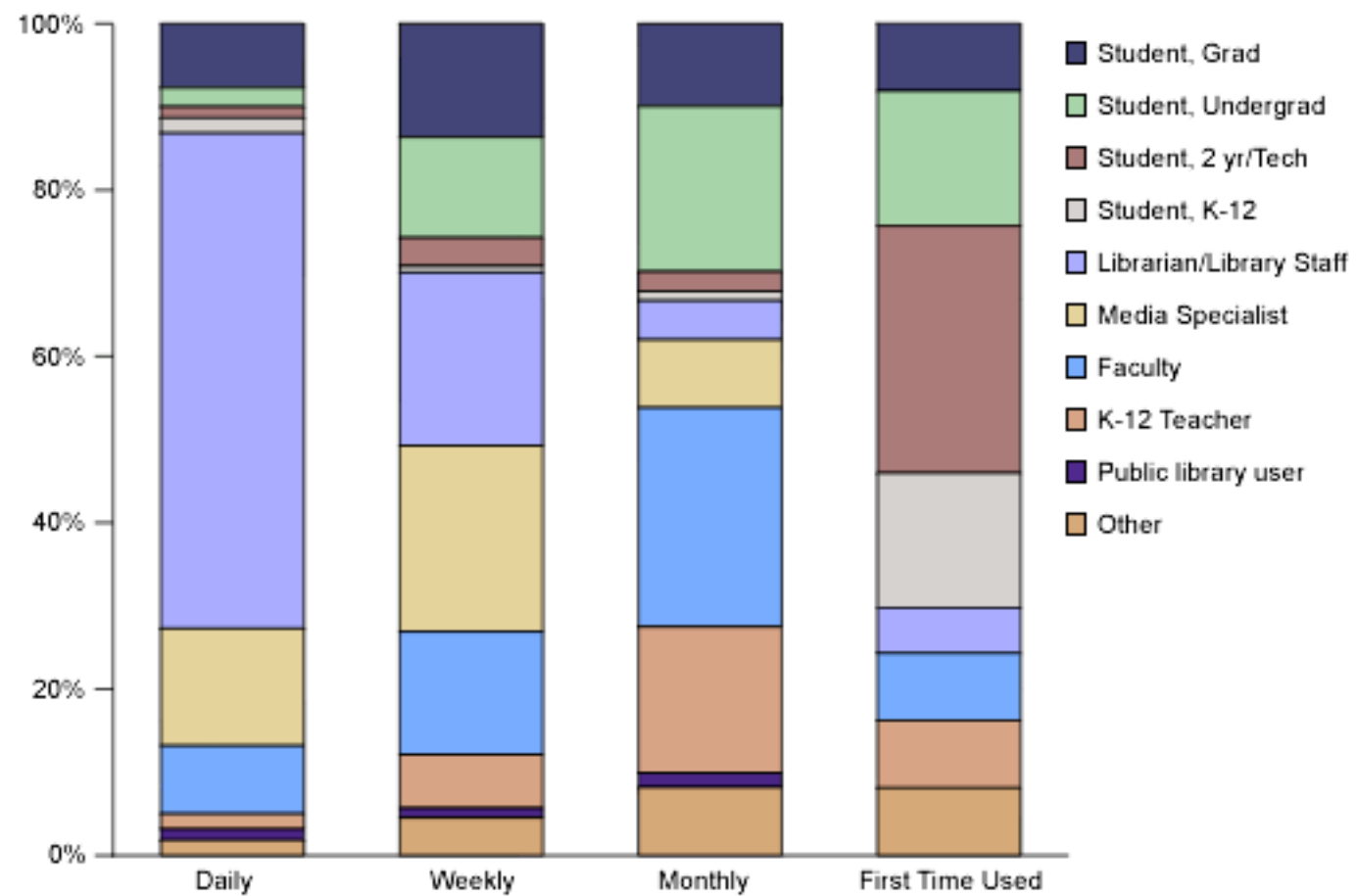
Legend:
- Student, Grad
- Student, Undergrad
- Student, 2 yr/Tech
- Student, K-12
- Librarian/Library Staff
- Media Specialist
- Faculty
- K-12 Teacher
- Public library user
- Other

X-axis: Daily, Weekly, Monthly, First Time Used

Y-axis: 0%, 20%, 40%, 60%, 80%, 100%

Choice	daily		weekly		monthly		first time used		Row Totals	
	Count	% Col	Count	% Col	Count	% Col	Count	% Col	Count	% Col
Student, Graduate	17	7.73%	36	13.64%	17	9.94%	3	8.11%	73	10.55%
Student, Undergraduate	5	2.27%	32	12.12%	34	19.88%	6	16.22%	77	11.13%
Student, 2 year/Technical	3	1.36%	9	3.41%	4	2.34%	11	29.73%	27	3.90%
Student, K-12	4	1.82%	2	0.76%	2	1.17%	6	16.22%	14	2.02%
Librarian/Library Staff	131	59.55%	55	20.83%	8	4.68%	2	5.41%	196	28.32%
Media Specialist	31	14.09%	59	22.35%	14	8.19%	0	0.00%	104	15.03%
Faculty	18	8.18%	39	14.77%	45	26.32%	3	8.11%	105	15.17%
K-12 Teacher	4	1.82%	17	6.44%	30	17.54%	3	8.11%	54	7.80%
Public library user	3	1.36%	3	1.14%	3	1.75%	0	0.00%	9	1.30%
Other	4	1.82%	12	4.55%	14	8.19%	3	8.11%	33	4.77%
Column Totals	220	100%	264	100%	171	100%	37	100%	692	100%

Respondent Demographics
Number of responses by type of user
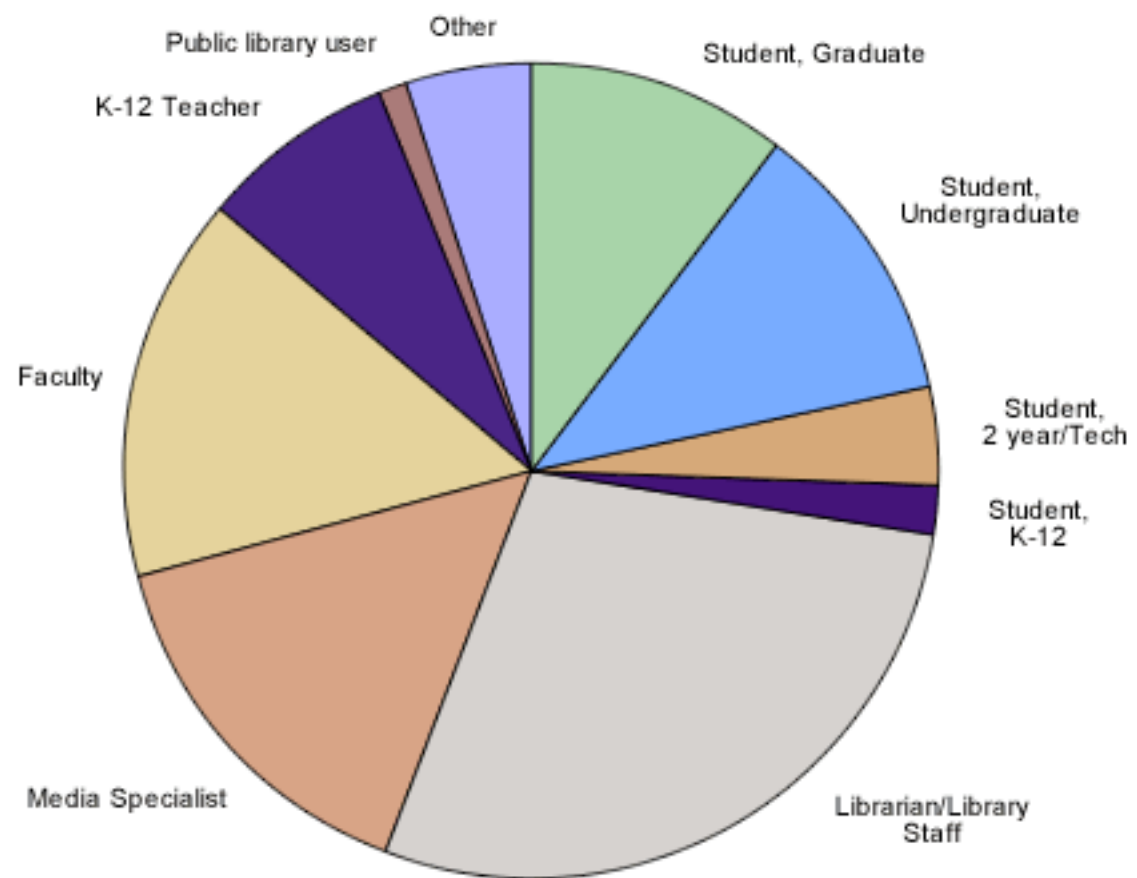
Institution Type	Count	Percent
Student, Graduate	73	10.55%
Student, Undergraduate	77	11.13%
Student, 2 year/Technical	27	3.90%
Student, K-12	14	2.02%
Librarian/Library Staff	196	28.32%
Media Specialist	104	15.03%
Faculty	105	15.17%
K-12 Teacher	54	7.80%
Public library user	9	1.30%
Other	33	4.77%
Total	692	100%

Number of responses by type of institution
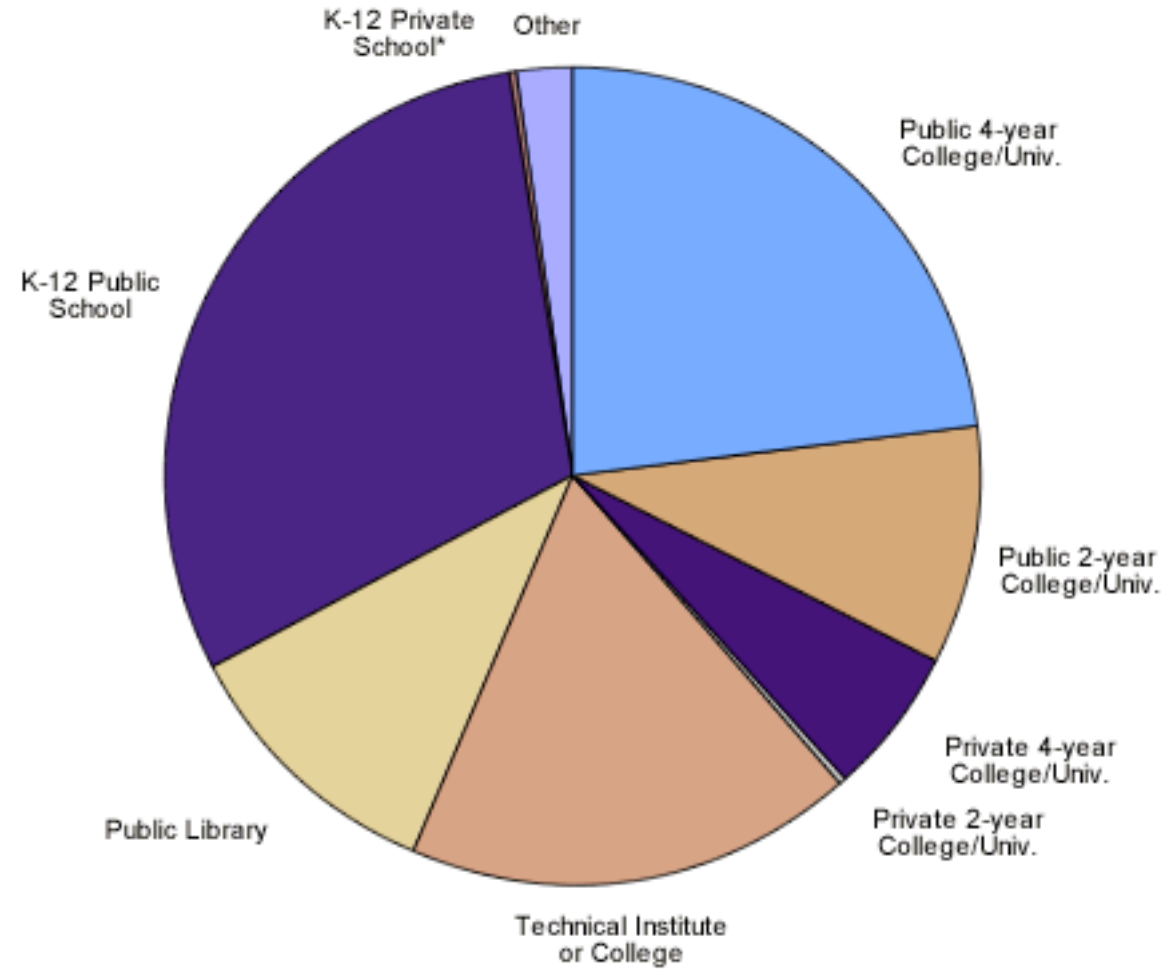
Institution Type	Count	Percent

Public 4-year College/University	161	23.27%
Public 2-year College/University	64	9.25%
Private 4-year College/University	41	5.92%
Private 2-year College/University	2	0.29%
Technical Institute or College	124	17.92%
Public Library	75	10.84%
K-12 Public School	209	30.20%
K-12 Private School*	1	0.14%
Other	15	2.17%
Total	692	100%

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

I would improve GALILEO by...

Coding Categories	Codes	Number of Occurrences	Percentage of
Evaluation	p [positive]	24	
	n [negative]	64	
	u [neutral]	191	
	m [mixed]	7	
	a [ambiguous]	2	
	x [uncodabel}	8	
	Total	**296**	**100%**
Technical	browser issues	1	
	speed	7	
	plug-ins (includes PDF)	1	
	error messages	1	
	Total	**10**	**3%**
Coverage	more full text	43	
	more databases	53	
	images/graphics	2	

	currency	1	
	more journals	1	
	more newspapers (full text)	3	
	scholarly publications	3	
	more encyclopedias	2	
	retrospective coverage	2	
	children's resources	5	
	middle school resources	4	
	high school resources	6	
	public library resources	1	
	technical college resources	1	
	biographical sources	1	
	Internet resources	3	
	humanities	1	
	arts	2	
	history	1	
	literature	11	

	music	2	
	social sciences	4	
	psychology	1	
	sciences	6	
	nursing/allied health	2	
	current events	1	
	Digital Library of Georgia	1	
	country information	1	
	public administration	1	
	education	1	
	genealogy	1	
	specific products (1)	43	
	Total	**210**	**71%**
Policy	access	5	
	bookmarking/direct access	1	
	funding	1	
	remote access	4	

	passwords	4	
	publicity	3	
	Total	**18**	**6%**
Interface	home page	31	
	menus	25	
	simplify	49	
	Kids' Page/link to Kids'	1	
	multimedia	1	
	Ask-a-Librarian	1	
	Total	**108**	**36%**
Function	locations/journal lists	5	
	multible db searching	36	
	customize/GLRI	5	
	database function	20	
	full-text linking	2	
	searchability	14	
	Total	**82**	**28%**

Beyond GALILEO's Control (2)	y [yes}	9	
	Total	**9**	**3%**
Misconception	y [yes]	4	
	Total	**4**	**1%**
Instruction/ Help	y [yes]	5	
	Total	**5**	**2%**
Uncodable (3)	u [neutral]	11	
	Total	**11**	**4%**