GALILEO User Survey 2008 Report

Background

Measuring GALILEO Performance

The annual GALILEO survey is conducted to ascertain user satisfaction and usage habits regarding GALILEO resources. The 2008 survey was open from November 3 to November 9, 2008. All surveys were gathered via the GALILEO website. The survey included questions asked every year, as well as questions asked for the first time about GALILEO content for the e-collections development committee and questions about the new user views that were implemented earlier in the year. No questions on the survey required a response, so the total number of responses to each question varied.

There were 827 total responses after duplicate surveys were removed, down 15% from last year's total responses (971). The highest percentage of responses came from the K-12 public school consortium (31%), followed by state four-year universities and colleges (20%). The same groups were the highest responders in the previous year.

Respondents were asked to self-identify their roles as GALILEO users. Undergraduates comprised the largest population of respondents (25%), followed by librarians and library staff (20%). In an effort to better gauge end user habits and satisfaction, totals for all the questions asked on the survey have been tallied both with librarians' and media specialists' responses included and with them removed. Charts that show counts tallied both ways are included in this report.

On the 2008 survey, as in previous annual surveys, respondents were asked to specify their level of agreement to six statements about their satisfaction with GALILEO. These statements pertained to the reliability, responsiveness, and perceived value of GALILEO. Levels of satisfaction have stayed high consistently over the years, and dissatisfaction levels, which have always been low, have been trending even lower. For the statement, "I found it easy to use GALILEO," more than 80% have responded that they agree or strongly agree with this statement over the past six years. The mean of the responses has trended up since 2003 from 3.18 (out of 4) in 2003 to 3.34 in 2008. Response to the statement that "GALILEO is a valuable service" has also been consistently rated high with a mean of 3.70 plus since 2003. Agreement with the statement, "GALILEO met my information needs" has been trending up from a mean of 3.28 in 2004 to 3.45 in 2008 (slightly lower than the 3.48 mean in 2007). While agreement that "GALILEO response time is acceptable" has remained consistent over time with a mean between 3.38 and 3.55, changes made in the GALILEO Upgrade to the way pages are loaded have made response time in the GALILEO environment faster; however, anecdotal evidence in the narrative responses of the 2008 survey suggests that perceptions of slowness now relate to services by external vendors, mainly the federated search tool, which encountered performance issues during 2008.

In addition to this set of questions posed annually, a separate set of statements this year addressed user response to the new GALILEO interfaces implemented in March 2008. The new GALILEO environment features user views designed with user-centered design processes and customized for different GALILEO communities (Scholar, High School, Teen, and Library). Respondents were asked to specify their level of agreement to statements specifically pertaining to the new look and functionality of the website. Satisfaction ratings comparing the new user views with the previous GALILEO interface were high with 78% agreeing or strongly agreeing that "GALILEO is

easier to use in general with the new look and functionality." In spite of performance issues with the federated search tool, less than 6% of respondents disagreed or strongly disagreed to the statement that "(t)echnical problems with the new functionality have been kept to an acceptable level." Charts in the survey report show responses in total, as well as broken out by user and institution types.

The percentage of survey respondents who took the time to offer narrative comments to the "I would improve" question rose to 70%, the highest percentage since the question was first asked in 1998. A summary of responses to the question is included.

In 2008, the GALILEO steering committee charged the e-collection development committee with evaluating the resource collections, both core and consortial collections. The 2008 annual survey provided an opportunity to gather input from GALILEO users about areas where they think resources are missing and which resources or subject areas in the current collections are important to retain. One or both the questions were answered by 62% of the respondents.

Please indicate your opinion about GALILEO
Topic: I found it easy to use GALILEO
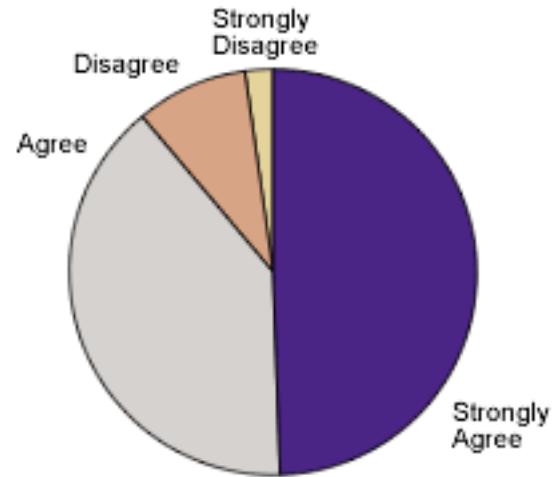
	Count	Percent
Strongly Agree	366	49.7%
Agree	290	39.3%
Disagree	66	9.0%
Strongly Disagree	15	2.0%
Total	737	100.0%
Average response: 3.34 out of 4		

Topic: I found it easy to use GALILEO
All Responses *except* Librarians / Library Staff
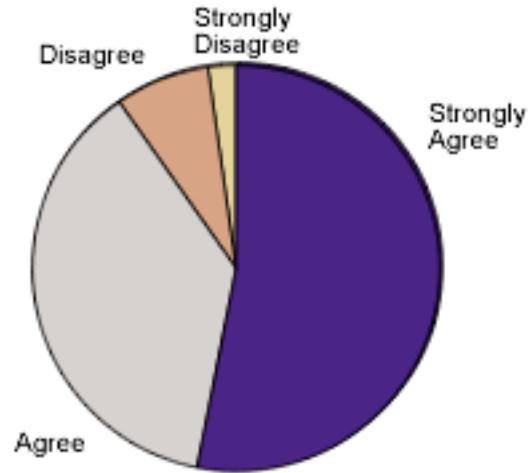
	Count	Percent
Strongly Agree	270	53.1%
Agree	190	37.4%
Disagree	37	7.3%
Strongly Disagree	11	2.2%
Total	508	100%
Average response: 3.42 out of 4		

Topic: I found it easy to use GALILEO
Responses by Type of User
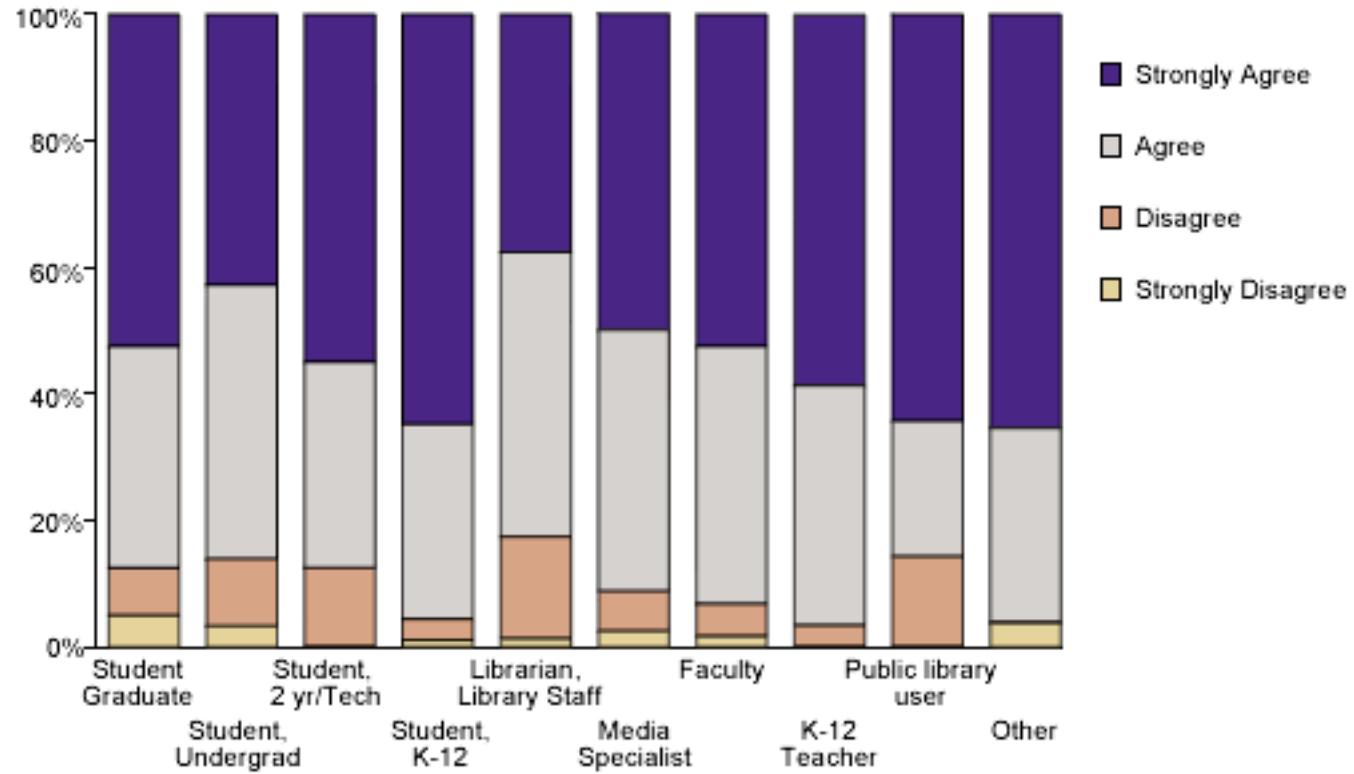
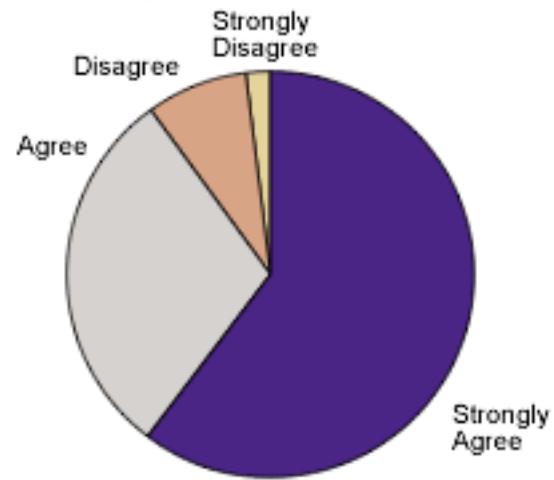|	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
Student, Graduate	21	52.5%	14	35.0%	3	7.5%	2	5.0%	40	100%
Student, Undergraduate	77	42.8%	78	43.3%	19	10.6%	6	3.3%	180	100%
Student, 2 year / Technical	22	55.0%	13	32.5%	5	12.5%	0	0.0%	40	100%
Student, K-12	59	64.8%	28	30.8%	3	3.3%	1	1.1%	91	100%
Librarian / Library Staff	56	37.6%	67	45.0%	24	16.1%	2	1.3%	149	100%
Media Specialist	40	50.0%	33	41.3%	5	6.3%	2	2.5%	80	100%
Faculty	31	52.5%	24	40.7%	3	5.1%	1	1.7%	59	100%
K-12 Teacher	34	58.6%	22	37.9%	2	3.4%	0	0.0%	58	100%
Public library user	9	64.3%	3	21.4%	2	14.3%	0	0.0%	14	100%
Other	17	65.4%	8	30.8%	0	0.0%	1	3.8%	26	100%
Total	366	49.7%	290	39.3%	66	9.0%	15	2.0%	737	100%

Topic: I found it easy to use GALILEO
Responses by Institution Type
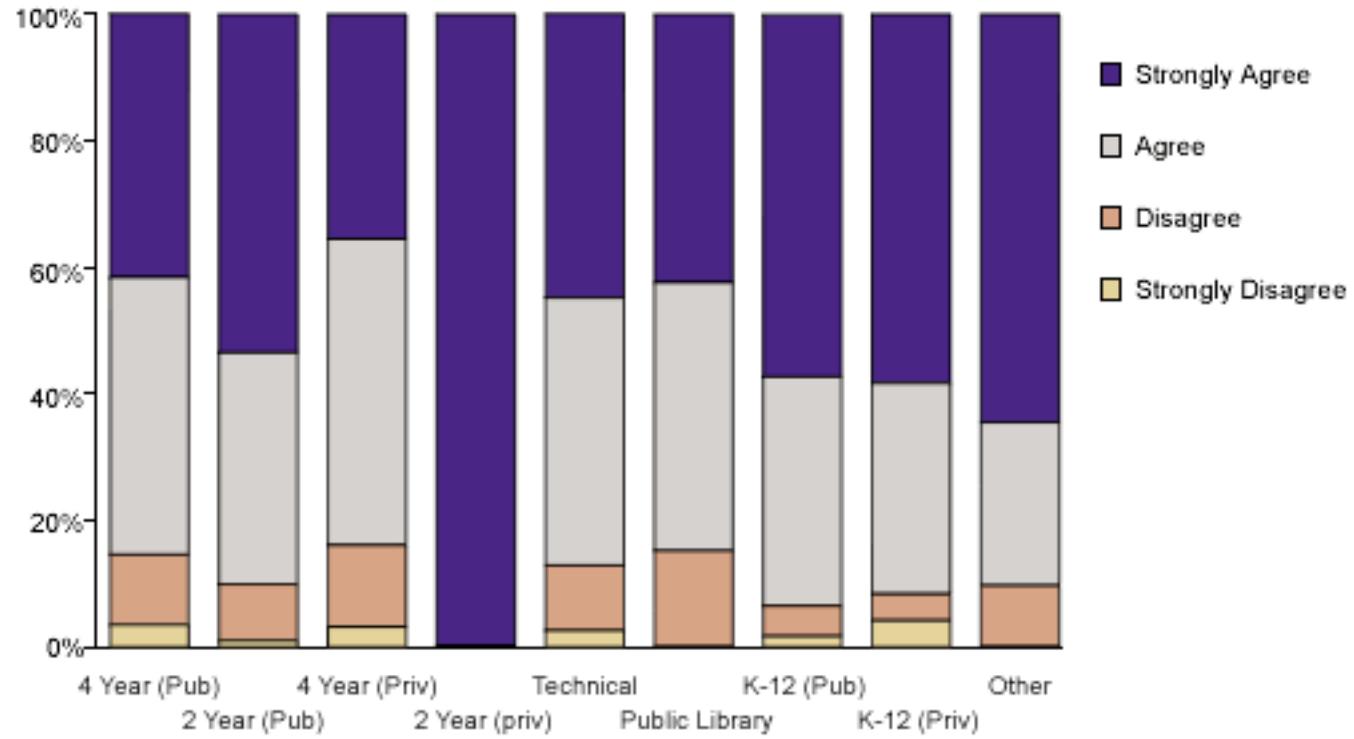
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
4 Year (Pub)	60	41.7%	63	43.8%	16	11.1%	5	3.5%	144	100%
2 Year (Pub)	54	53.5%	37	36.6%	9	8.9%	1	1.0%	101	100%
4 Year (Priv)	22	35.5%	30	48.4%	8	12.9%	2	3.2%	62	100%
2 Year (Priv)	2	100.0%	0	0.0%	0	0.0%	0	0.0%	2	100%
Technical	35	44.9%	33	42.3%	8	10.3%	2	2.6%	78	100%
Public Library	28	42.4%	28	42.4%	10	15.2%	0	0.0%	66	100%
K-12 (Pub)	131	57.2%	83	36.2%	11	4.8%	4	1.7%	229	100%
K-12 (Priv)	14	58.3%	8	33.3%	1	4.2%	1	4.2%	24	100%
Other	20	64.5%	8	25.8%	3	9.7%	0	0.0%	31	100%
Total	366	49.7%	290	39.3%	66	9.0%	15	2.0%	737	100%

Topic: Using GALILEO databases saved me time

	Count	Percent
Strongly Agree	442	60.3%
Agree	219	29.9%
Disagree	58	7.9%
Strongly Disagree	14	1.9%
Total	733	100.0%
Average response: 3.46 out of 4		

Topic: Using GALILEO databases saved me time
All Responses *except* Librarians / Library Staff
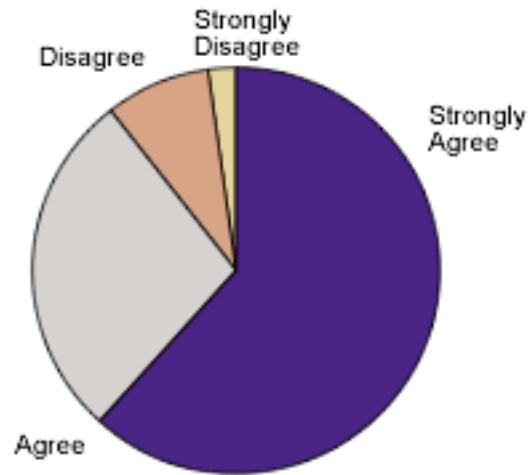
	Count	Percent
Strongly Agree	312	61.8%
Agree	140	27.7%
Disagree	42	8.3%
Strongly Disagree	11	8.3%
Total	505	100.0%
Average response: 3.49 out of 4		

Topic: Using GALILEO databases saved me time
Responses by Type of User

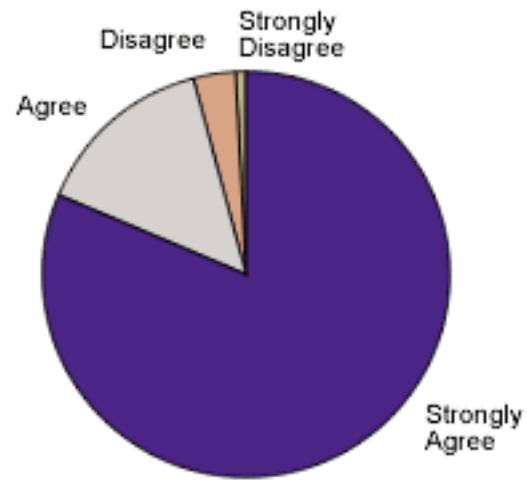|	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
Student, Graduate	21	53.8%	12	30.8%	3	7.7%	3	7.7%	39	100.00%
Student, Undergraduate	110	61.1%	49	27.2%	15	8.3%	6	3.3%	180	100.00%
Student, 2 year / Technical	18	45.0%	16	40.0%	6	15.0%	0	0.0%	40	100.00%
Student, K-12	52	57.8%	28	31.1%	8	8.9%	2	2.2%	90	100.00%
Librarian / Library Staff	85	57.4%	52	35.1%	9	6.1%	2	1.4%	148	100.00%
Media Specialist	45	56.3%	27	33.8%	7	8.8%	1	1.3%	80	100.00%
Faculty	42	71.2%	13	22.0%	4	6.8%	0	0.0%	59	100.00%
K-12 Teacher	38	66.7%	16	28.1%	3	5.3%	0	0.0%	57	100.00%
Public library user	12	85.7%	1	7.1%	1	7.1%	0	0.0%	14	100.00%
Other	19	73.1%	5	19.2%	2	7.7%	0	0.0%	26	100.00%
Total	442	60.3%	219	29.9%	58	7.9%	14	1.9%	733	100.00%

Topic: Using GALILEO databases saved me time
Responses by Institution Type
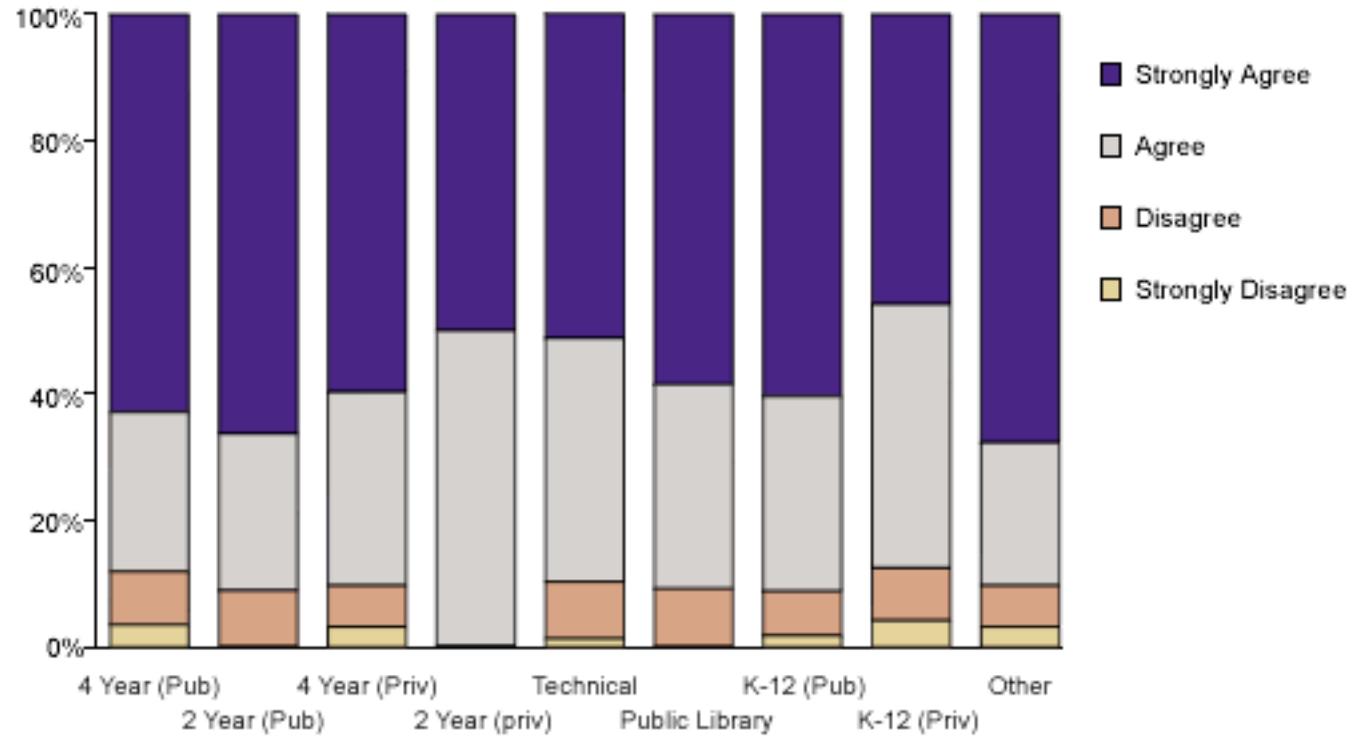
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
4 Year (Pub)	90	62.9%	36	25.2%	12	8.4%	5	3.5%	143	100.00%
2 Year (Pub)	67	66.3%	25	24.8%	9	8.9%	0	0.0%	101	100.00%
4 Year (Priv)	37	59.7%	19	30.6%	4	6.5%	2	3.2%	62	100.00%
2 Year (Priv)	1	50.0%	1	50.0%	0	0.0%	0	0.0%	2	100.00%
Technical	40	51.3%	30	38.5%	7	9.0%	1	1.3%	78	100.00%
Public Library	38	58.5%	21	32.3%	6	9.2%	0	0.0%	65	100.00%
K-12 (Pub)	137	60.4%	70	30.8%	16	7.0%	4	1.8%	227	100.00%
K-12 (Priv)	11	45.8%	10	41.7%	2	8.3%	1	4.2%	24	100.00%
Other	21	67.7%	7	22.6%	2	6.5%	1	3.2%	31	100.00%
Total	442	60.3%	219	29.9%	58	7.9%	14	1.9%	733	100.00%

Topic: I think GALILEO is a valuable service

	Count	Percent
Strongly Agree	595	81.5%
Agree	106	14.5%
Disagree	23	3.2%
Strongly Disagree	6	0.8%
Total	730	100.0%
Average response: 3.75 out of 4		

Topic: I think GALILEO is a valuable service
All Responses *except* Librarians / Library Staff
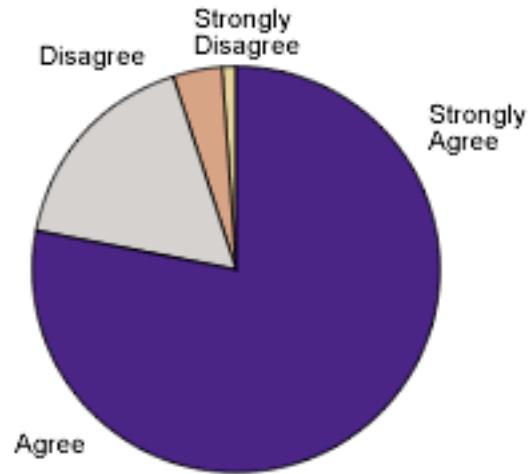
	Count	Percent
Strongly Agree	392	78.1%
Agree	86	17.1%
Disagree	19	3.8%
Strongly Disagree	5	1.0%
Total	502	100.0%
Average response: 3.72 out of 4		

Topic: I think GALILEO is a valuable service
Responses by Type of User
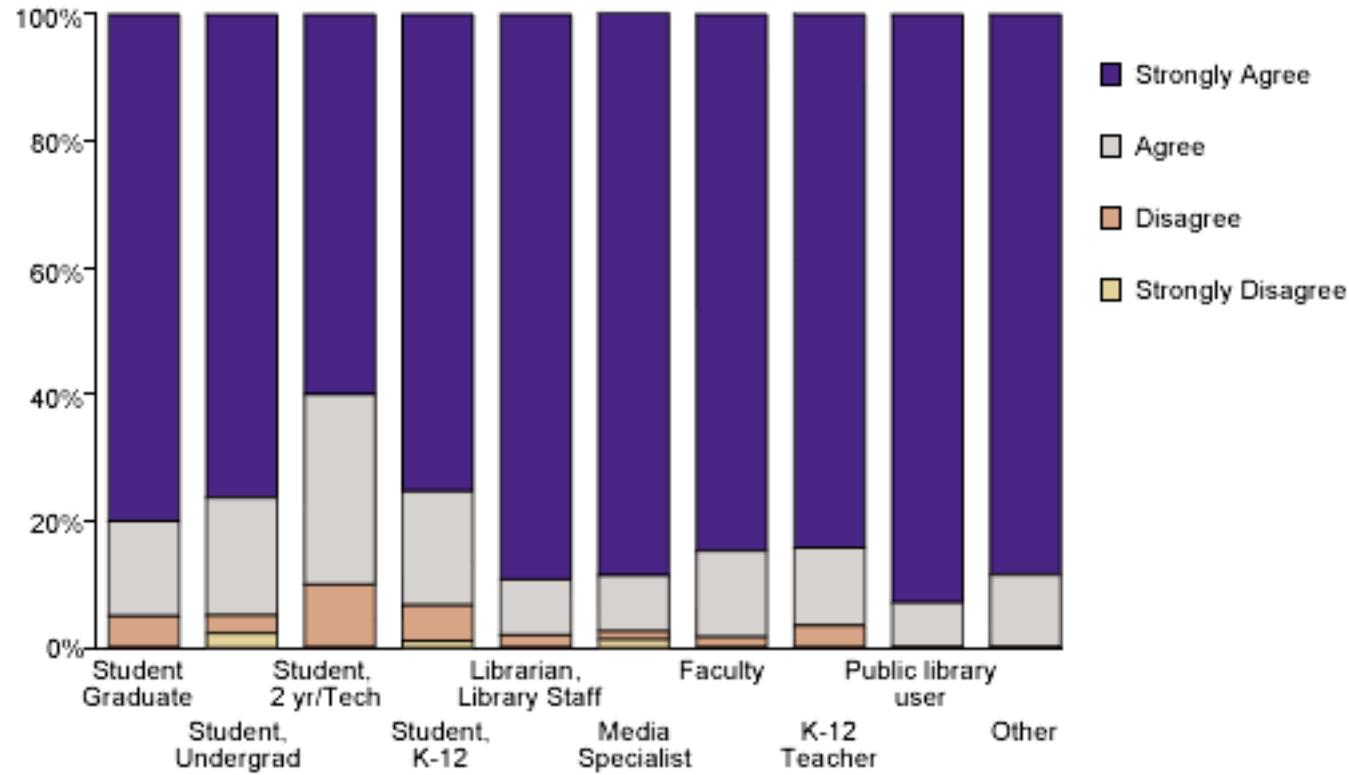
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
Student, Graduate	32	80.0%	6	15.0%	2	5.0%	0	0.0%	40	100.00%
Student, Undergraduate	135	76.3%	33	18.6%	5	2.8%	4	2.3%	177	100.00%
Student, 2 year / Technical	24	60.0%	12	30.0%	4	10.0%	0	0.0%	40	100.00%
Student, K-12	67	75.3%	16	18.0%	5	5.6%	1	1.1%	89	100.00%
Librarian / Library Staff	132	89.2%	13	8.8%	3	2.0%	0	0.0%	148	100.00%
Media Specialist	71	88.8%	7	8.8%	1	1.3%	1	1.3%	80	100.00%
Faculty	50	84.7%	8	13.6%	1	1.7%	0	0.0%	59	100.00%
K-12 Teacher	48	84.2%	7	12.3%	2	3.5%	0	0.0%	57	100.00%
Public library user	13	92.9%	1	7.1%	0	0.0%	0	0.0%	14	100.00%
Other	23	88.5%	3	11.5%	0	0.0%	0	0.0%	26	100.00%
Total	595	81.5%	106	14.5%	23	3.2%	6	0.8%	730	100.00%

Topic: I think GALILEO is a valuable service
Responses by Institution Type
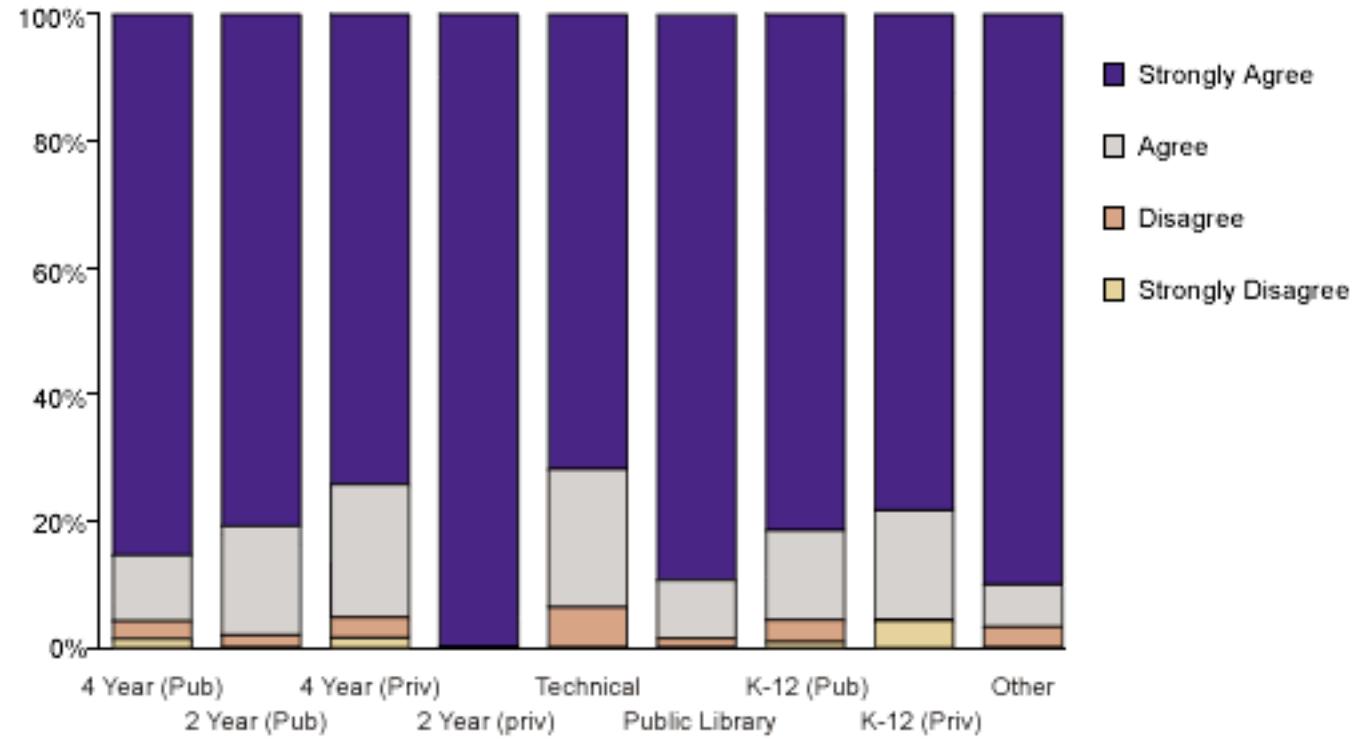
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
4 Year (Pub)	123	85.4%	15	10.4%	4	2.8%	2	1.4%	144	100.00%
2 Year (Pub)	80	80.8%	17	17.2%	2	2.0%	0	0.0%	99	100.00%
4 Year (Priv)	46	74.2%	13	21.0%	2	3.2%	1	1.6%	62	100.00%
2 Year (Priv)	2	100.0%	0	0.0%	0	0.0%	0	0.0%	2	100.00%
Technical	56	71.8%	17	21.8%	5	6.4%	0	0.0%	78	100.00%
Public Library	58	89.2%	6	9.2%	1	1.5%	0	0.0%	65	100.00%
K-12 (Pub)	185	81.5%	32	14.1%	8	3.5%	2	0.9%	227	100.00%
K-12 (Priv)	18	78.3%	4	17.4%	0	0.0%	1	4.3%	23	100.00%
Other	27	90.0%	2	6.7%	1	3.3%	0	0.0%	30	100.00%
Total	595	81.5%	106	14.55	23	3.2%	6	0.8%	730	100.00%

Topic: I think GALILEO response time is acceptable
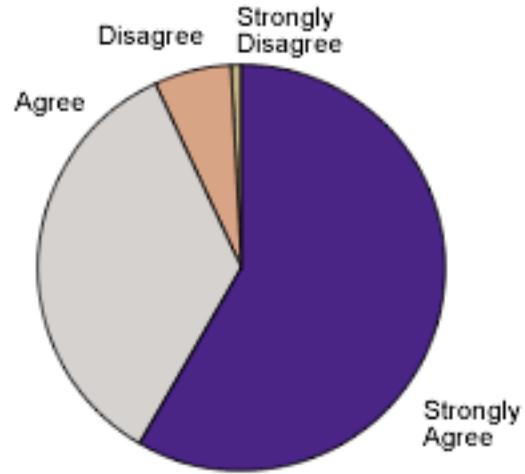
	Count	Percent
Strongly Agree	426	58.4%
Agree	254	34.8%
Disagree	44	6.0%
Strongly Disagree	5	0.7%
Total	729	100.0%
Average response: 3.49 out of 4		

Topic: I think GALILEO response time is acceptable
All Responses *except* Librarians / Library Staff
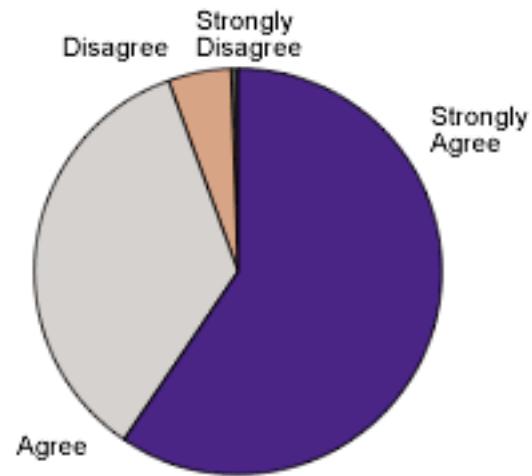
	Count	Percent
Strongly Agree	299	59.6%
Agree	176	35.1%
Disagree	25	5.0%
Strongly Disagree	2	0.4%
Total	502	100.0%
Average response: 3.54 out of 4		

Topic: I think GALILEO response time is acceptable
Responses by Type of User
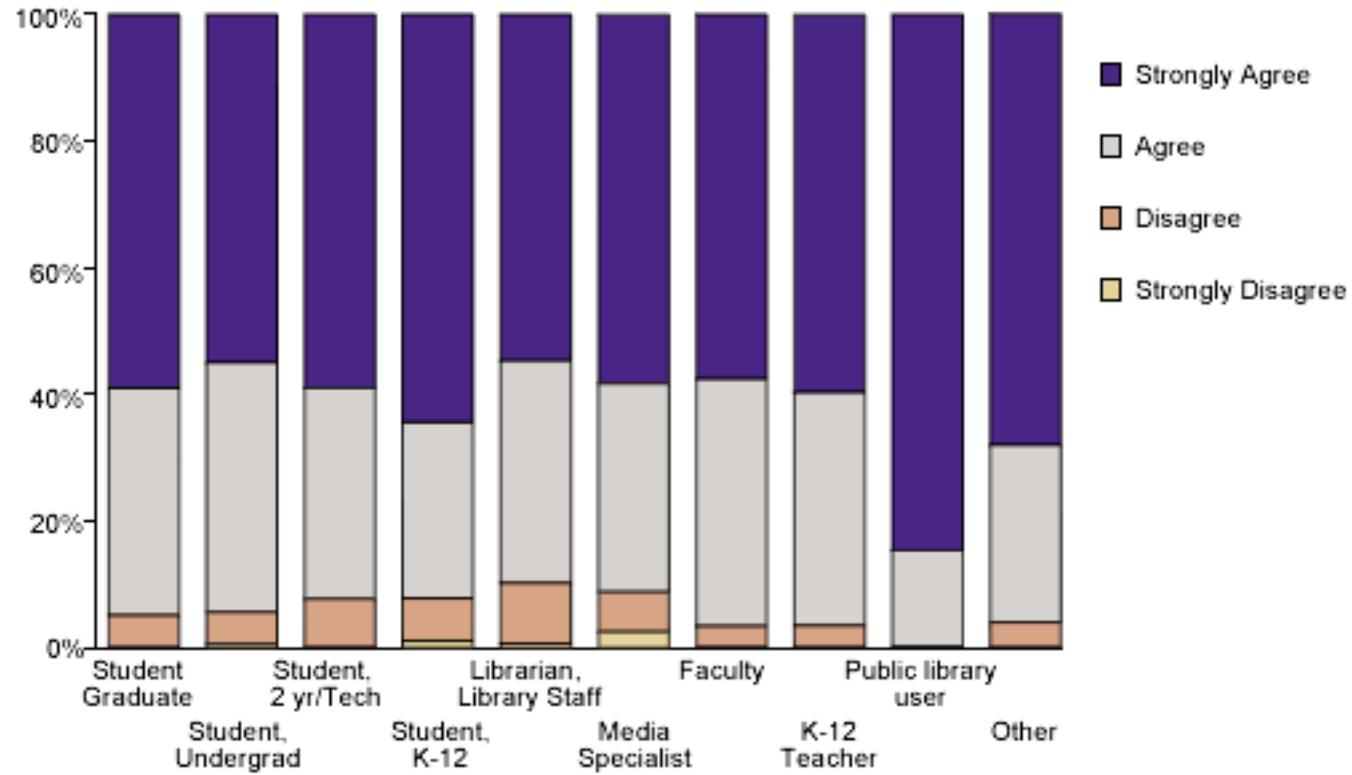
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
Student, Graduate	23	59.0%	14	35.9%	2	5.1%	0	0.0%	39	100%
Student, Undergraduate	99	55.0%	71	39.4%	9	5.0%	1	0.6%	180	100%
Student, 2 year / Technical	23	59.0%	13	33.3%	3	7.7%	0	0.0%	39	100%
Student, K-12	58	64.4%	25	27.8%	6	6.7%	1	1.1%	90	100%
Librarian / Library Staff	81	54.7%	52	35.1%	14	9.5%	1	0.7%	148	100%
Media Specialist	46	58.2%	26	32.9%	5	6.3%	2	2.5%	79	100%
Faculty	34	57.6%	23	39.0%	2	3.4%	0	0.0%	59	100%
K-12 Teacher	34	59.6%	21	36.8%	2	3.5%	0	0.0%	57	100%
Public library user	11	84.6%	2	15.4%	0	0.0%	0	0.0%	13	100%
Other	17	68.0%	7	28.0%	1	4.0%	0	0.0%	25	100%
Total	426	58.4%	254	34.8%	44	6.0%	5	0.7%	729	100%

Topic: I think GALILEO response time is acceptable
Responses by Institution Type
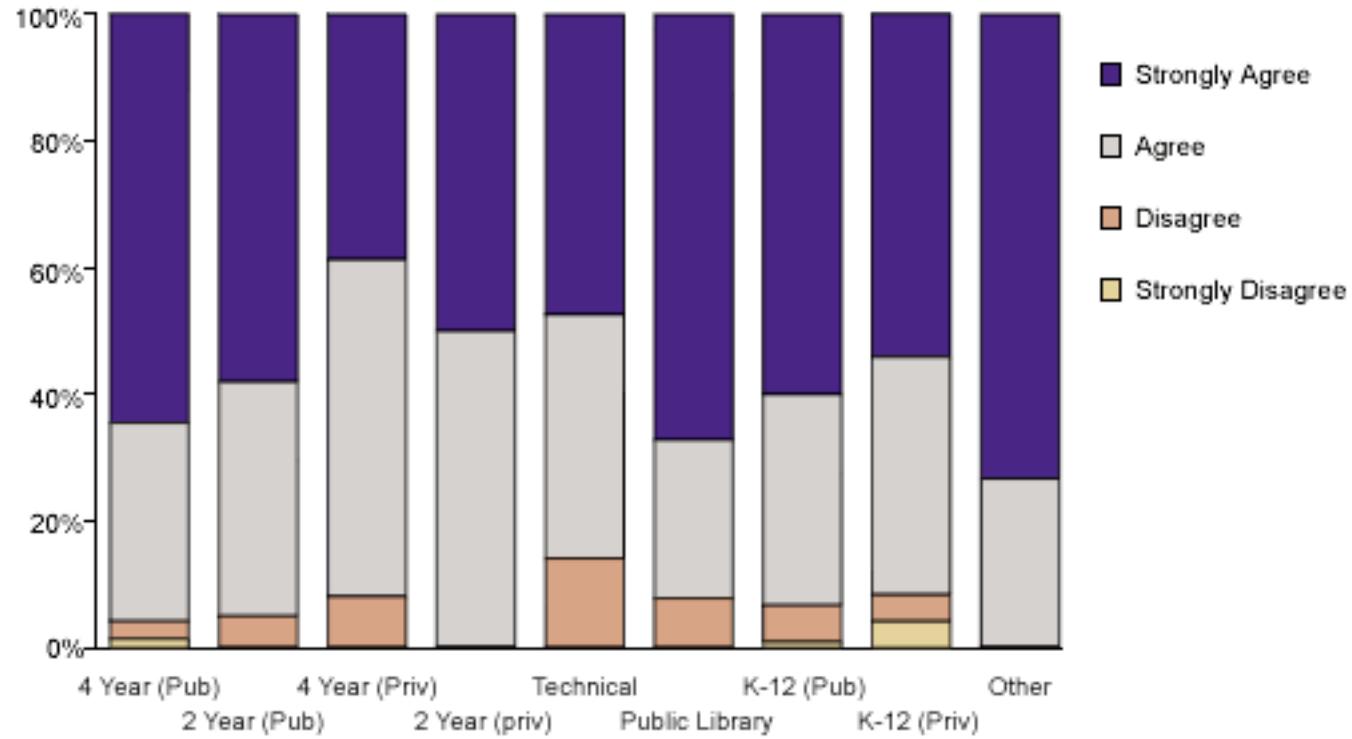
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
4 Year (Pub)	93	64.6	45	31.3	4	2.8	2	1.4	144	100%
2 Year (Pub)	58	58.0	37	37.0	5	5.0	0	0.0	100	100%
4 Year (Priv)	24	38.7	33	53.2	5	8.1	0	0.0	62	100%
2 Year (Priv)	1	50.0	1	50.0	0	0.0	0	0.0	2	100%
Technical	37	47.4	30	38.5	11	14.1	0	0.0	78	100%
Public Library	43	67.2	16	25.0	5	7.8	0	0.0	64	100%
K-12 (Pub)	135	60.0	75	33.3	13	5.8	2	0.9	225	100%
K-12 (Priv)	13	54.2	9	37.5	1	4.2	1	4.2	24	100%
Other	22	73.3	8	26.7	0	0.0	0	0.0	30	100%
Total	426	58.4	254	34.8	44	6.0	5	0.7	729	100%

Topic: GALILEO met my information needs
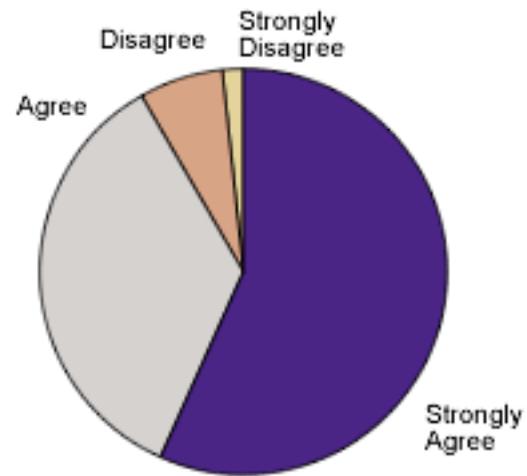
	Count	Percent
Strongly Agree	418	56.9%
Agree	258	34.9%
Disagree	48	6.5%
Strongly Disagree	12	1.6%
Total	734	100.0%
Average response: 3.45 out of 4		

Topic: GALILEO met my information needs
All Responses *except* Librarians / Library Staff
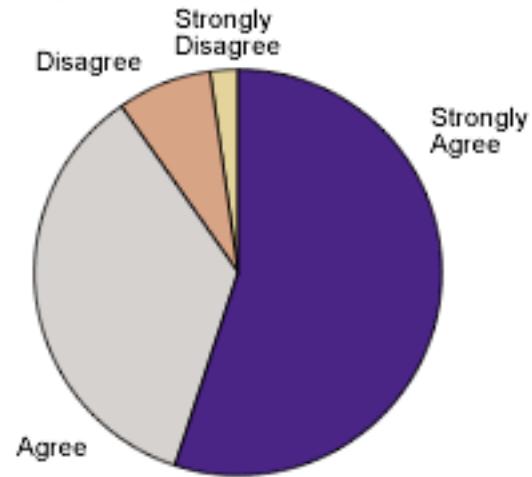
	Count	Percent
Strongly Agree	278	55.0%
Agree	178	35.2%
Disagree	39	7.7%
Strongly Disagree	10	2.0%
Total	505	100.0%
Average response: 3.43 out of 4		

Topic: GALILEO met my information needs
Responses by Type of User
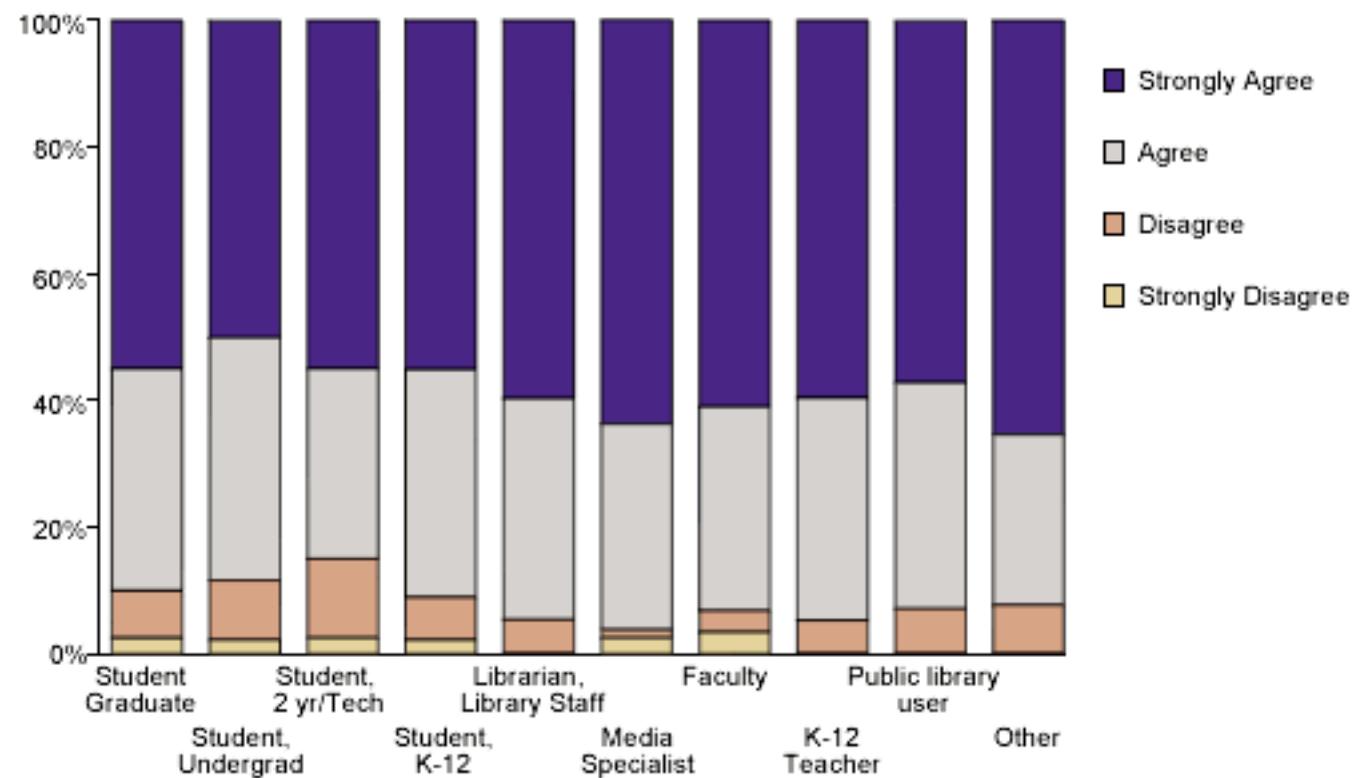
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
Student, Graduate	22	55.0%	14	35.0%	3	7.5%	1	2.5%	40	100.00%
Student, Undergraduate	90	50.0%	69	38.3%	17	9.4%	4	2.2%	180	100.00%
Student, 2 year / Technical	22	55.0%	12	30.0%	5	12.5%	1	2.5%	40	100.00%
Student, K-12	49	55.1%	32	36.0%	6	6.7%	2	2.2%	89	100.00%
Librarian / Library Staff	89	59.7%	52	34.9%	8	5.4%	0	0.0%	149	100.00%
Media Specialist	51	63.8%	26	32.5%	1	1.3%	2	2.5%	80	100.00%
Faculty	36	61.0%	19	32.2%	2	3.4%	2	3.4%	59	100.00%
K-12 Teacher	34	59.6%	20	35.1%	3	5.3%	0	0.0%	57	100.00%
Public library user	8	57.1%	5	35.7%	1	7.1%	0	0.0%	14	100.00%
Other	17	65.4%	7	26.9%	2	7.7%	0	0.0%	26	100.00%
Total	418	56.9%	256	34.9%	48	6.5%	12	1.6%	734	100.00%

Topic: GALILEO met my information needs
Responses by Institution Type
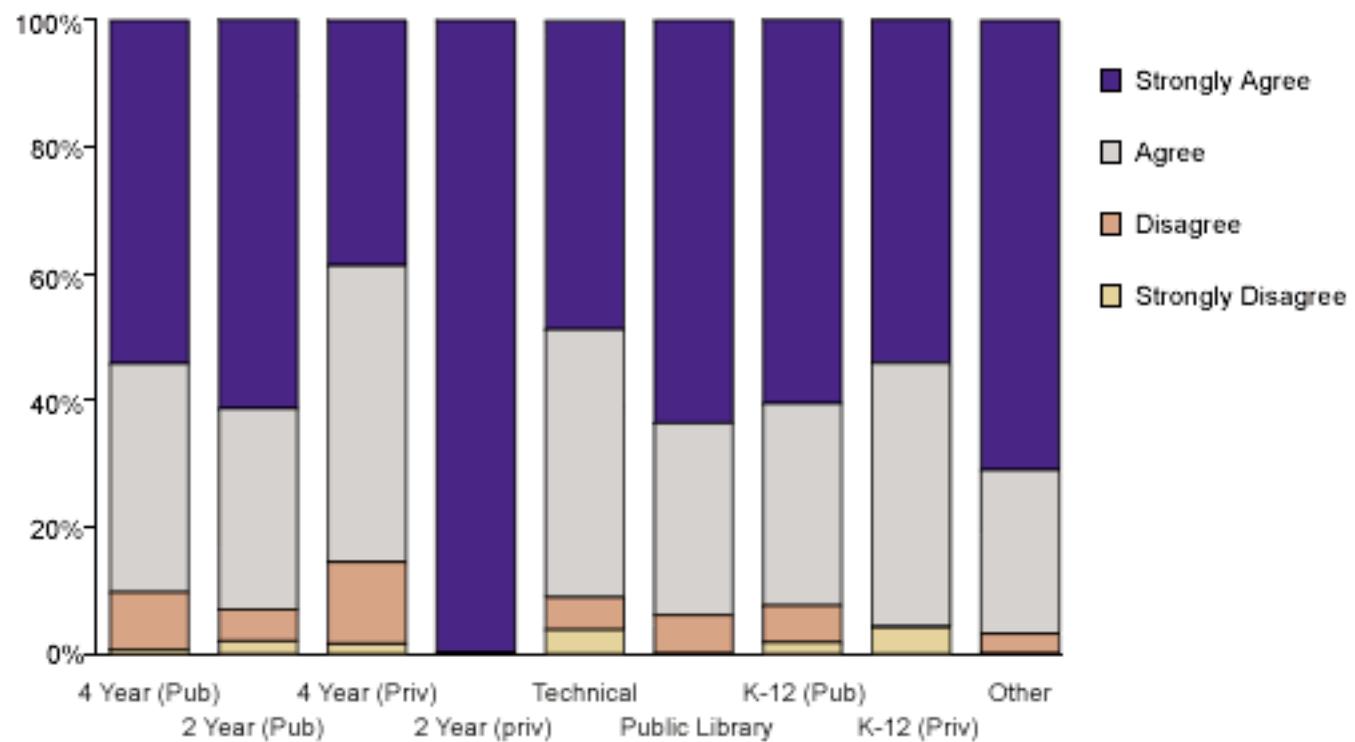
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
4 Year (Pub)	78	54.2%	52	36.1%	13	9.0%	1	0.7%	144	100.00%
2 Year (Pub)	62	61.4%	32	31.7%	5	5.0%	2	2.0%	101	100.00%
4 Year (Priv)	24	38.7%	29	46.8%	8	12.9%	1	1.6%	62	100.00%
2 Year (Priv)	2	100.0%	0	0.0%	0	0.0%	0	0.0%	2	100.00%
Technical	38	48.7%	33	42.3%	4	5.1%	3	3.8%	78	100.00%
Public Library	42	63.6%	20	30.3%	4	6.1%	0	0.0%	66	100.00%
K-12 (Pub)	137	60.6%	72	31.9%	13	5.8%	4	1.8%	226	100.00%
K-12 (Priv)	13	54.2%	10	41.7%	0	0.0%	1	4.2%	24	100.00%
Other	22	71.0%	8	25.8%	1	3.2%	0	0.0%	31	100.00%
Total	418	56.9%	256	34.9%	48	6.5%	12	1.6%	734	100.00%

Topic: I would recommend GALILEO to a friend
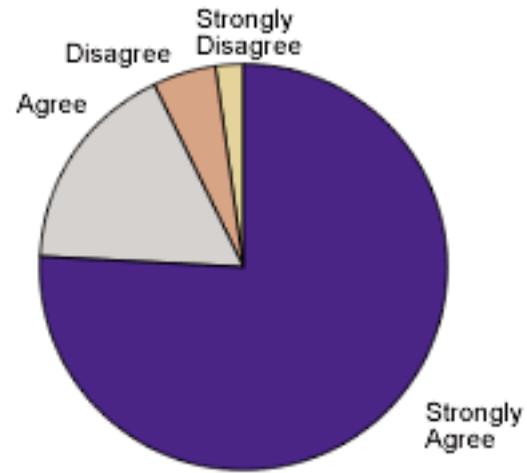
	Count	Percent
Strongly Agree	558	76.0%
Agree	125	17.0%
Disagree	36	4.9%
Strongly Disagree	15	2.0%
Total	734	100.0%
Average response: 3.65 out of 4		

Topic: I would recommend GALILEO to a friend
All Responses *except* Librarians / Library Staff
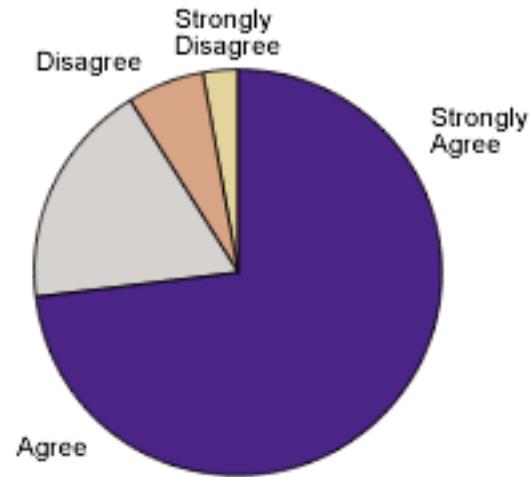
	Count	Percent
Strongly Agree	370	73.3%
Agree	91	18.0%
Disagree	30	5.9%
Strongly Disagree	14	2.8%
Total	505	100.0%
Average response: 3.62 out of 4		

Topic: I would recommend GALILEO to a friend
Responses by Type of User
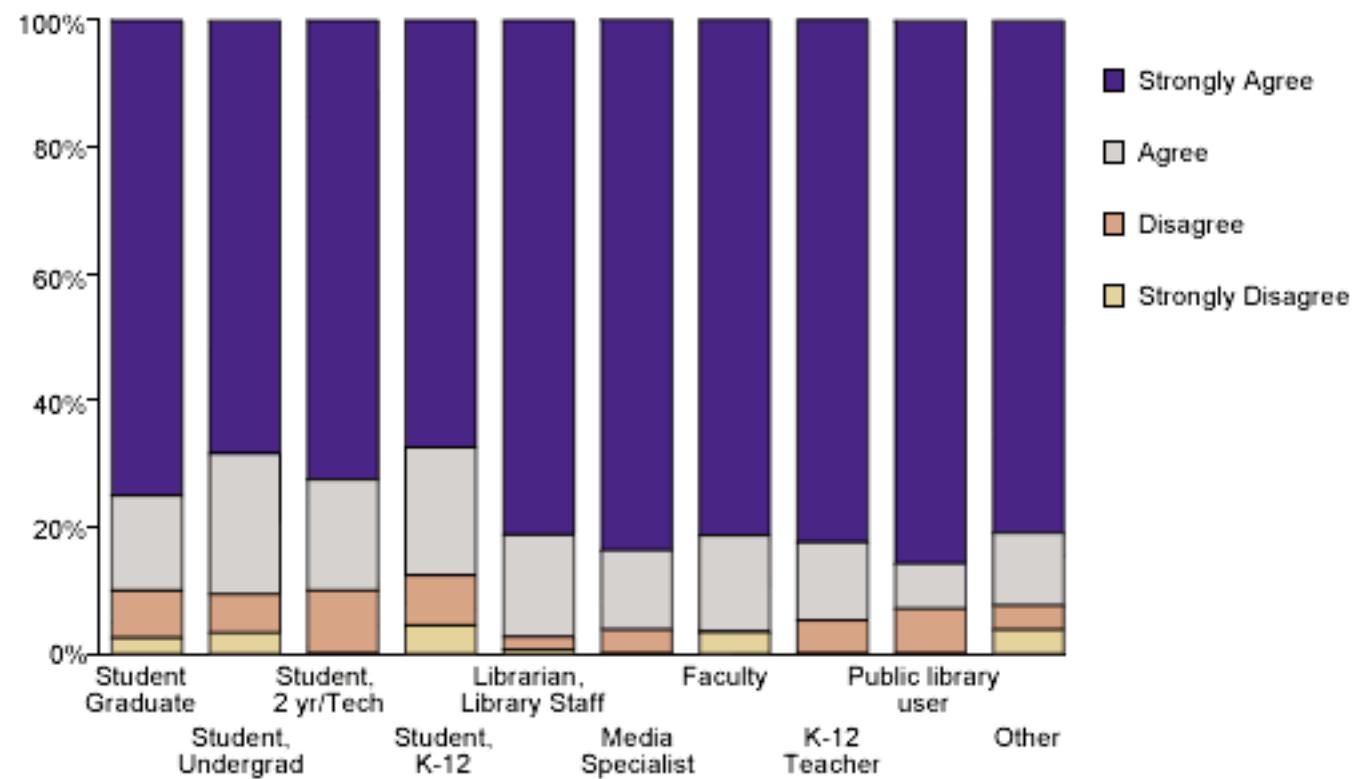
Legend:
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
Student, Graduate	30	75.0	6	15.0	3	7.5	1	2.5	40	100.00%
Student, Undergraduate	123	68.3	40	22.2	11	6.1	6	3.3	180	100.00%
Student, 2 year / Technical	29	72.5	7	17.5	4	10.0	0	0.0	40	100.00%
Student, K-12	60	67.4	18	20.2	7	7.9	4	4.5	89	100.00%
Librarian / Library Staff	121	81.2	24	16.1	3	2.0	1	0.7	149	100.00%
Media Specialist	67	83.8	10	12.5	3	3.8	0	0.0	80	100.00%
Faculty	48	81.4	9	15.3	0	0.0	2	3.4	59	100.00%
K-12 Teacher	47	82.5	7	12.3	3	5.3	0	0.0	57	100.00%
Public library user	12	85.7	1	7.1	1	7.1	0	0.0	14	100.00%
Other	21	80.8	3	11.5	1	3.8	1	3.8	26	100.00%
Total	558	76.0	125	17.0	36	4.9	15	2.0	734	100.00%

Topic: I would recommend GALILEO to a friend
Responses by Institution Type
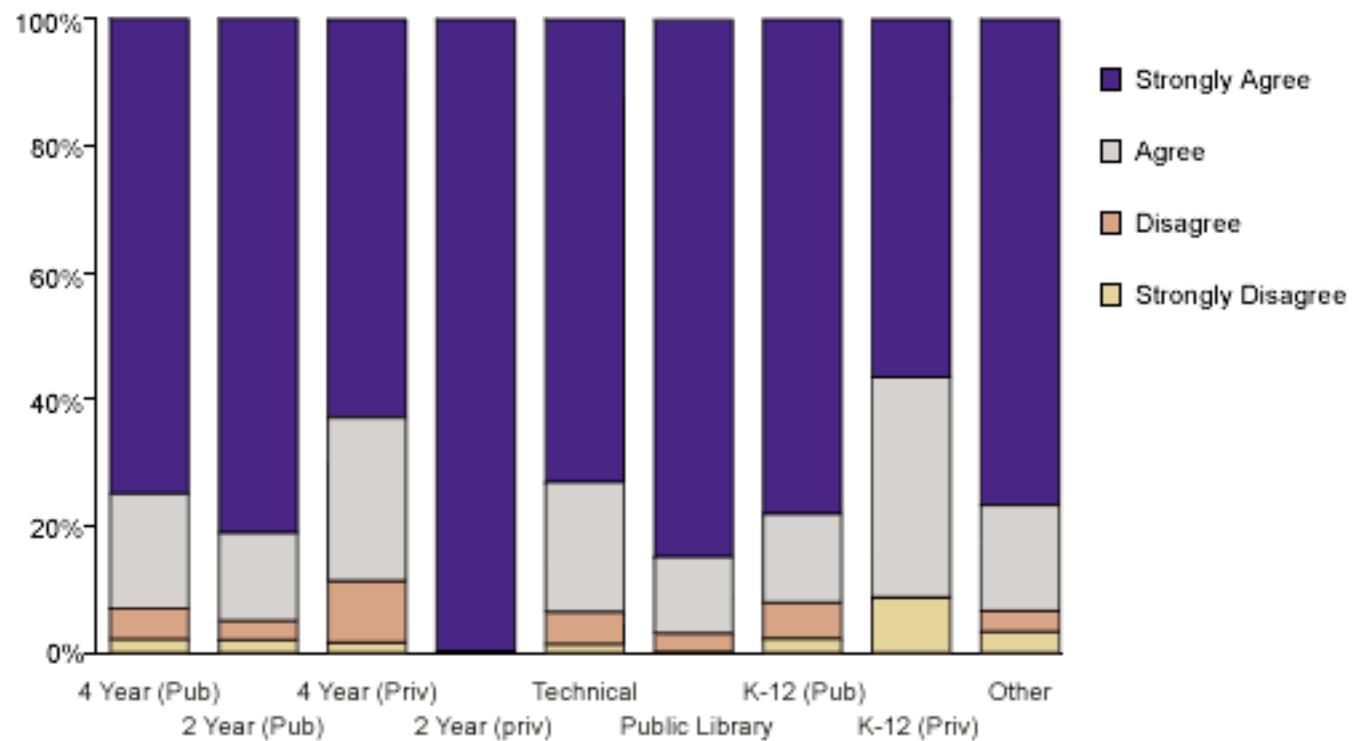
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
4 Year (Pub)	108	75.0%	26	18.1%	7	4.9%	3	2.1%	144	100.00%
2 Year (Pub)	82	81.2%	14	13.9%	3	3.0%	2	2.0%	101	100.00%
4 Year (Priv)	39	62.9%	16	25.8%	6	9.7%	1	1.6%	62	100.00%
2 Year (Priv)	2	100.0%	0	0.0%	0	0.0%	0	0.0%	2	100.00%
Technical	57	73.1%	16	20.5%	4	5.1%	1	1.3%	78	100.00%
Public Library	56	84.8%	8	12.1%	2	3.0%	0	0.0%	66	100.00%
K-12 (Pub)	178	78.1%	32	14.0%	13	5.7%	5	2.2%	228	100.00%
K-12 (Priv)	13	56.5%	8	34.8%	0	0.0%	2	8.7%	23	100.00%
Other	23	76.7%	5	16.7%	1	3.3%	1	3.3%	30	100.00%
Total	558	76.0%	125	17.0%	36	4.9%	15	2.0%	734	100.00%

I would improve GALILEO by…

Of the 827 respondents to the 2008 survey, 582, or 70%, took the time to offer narrative comments to the "I would improve" question that is asked on the annual survey every year. Of the 582 comments this year, 12% felt that GALILEO is fine as it is and needs no improvement. Some representative positive comments are below.

"I actually enjoy using galileo when finding resources for all my literature papers. I think that the content is very easy to navigate and use. I do not have any complaints."

"As an educator, I really like Galileo and encourage our students to use it. I think for some students it can be overwhelming, so I engage them with one database and then, once they are comfortable with that introduce them to others. Galileo is a great time saving device and provides students with scholarly information."

"I find that Galileo meets the information needs of our students after they learn how to use the many, many databases available."

"I really don't know how you could better Galileo. Galileo is very simple and easy to understand. I believe a first time computer user could easily navigate through the different tabs and such that Galileo has. It has plenty of information that one would need to complete a project, essay, etc."

"i thnk galileo iz vry uzefol b/c i uze it at mi houze!!
galileo iz a gret wbste 2 uze evn if u r at school!!"

"Continue to enhance the student areas with more sites for them to search for information.
(Thanks for the improvements that were made last year. They're great!)"

While the positive narrative responses and the high ranking users gave to GALILEO in other parts of the survey show an overall satisfaction with GALILEO, this question asks users to offer opinions about shortcomings or areas that need improvement, so it is understandable that the number of responses coded as negative or neutral will be higher than the number of strictly positive responses. Suggestions made in response to this question are valuable sources for informing modifications and future development of GALILEO and have been referred to the change review process.

Over one third of the comments (37%) related to a suggestion to add content, either by general suggestions for more databases (18%) or for specific subject areas or products (11%). Later in the survey, two other questions addressed specific resources or subject areas that would enhance the GALILEO collection and resources or areas currently in the collections that should be retained, and responses to those questions have been coded separately than the responses to the "I would improve" question.

Many comments relate to the new community-customized interfaces that were implemented in March 2008, refering to the look and feel ("I would like a search box on the first screen"), to the organization and navigation ("I have some trouble navigating the site and finding the resources I need"), and to anticipated updates ("I look

forward to the new interface for elementary level users"). Some comments referred to performance issues of the federated search product, WebFeat, including problems encountered with server errors and other error messages. Performance issues have been reported to the vendor, and most have been resolved since the survey responses were collected.

Some comments reflected expectations that have been molded by users' experiences with the Web, such as optimization for mobile formats and "Did you mean?" suggestions for spell checking and search term refinement. Customization options, such as persistent folders and customized search sets created by individual users, were also suggested.

How often do you use GALILEO?
Responses by Institutional Type
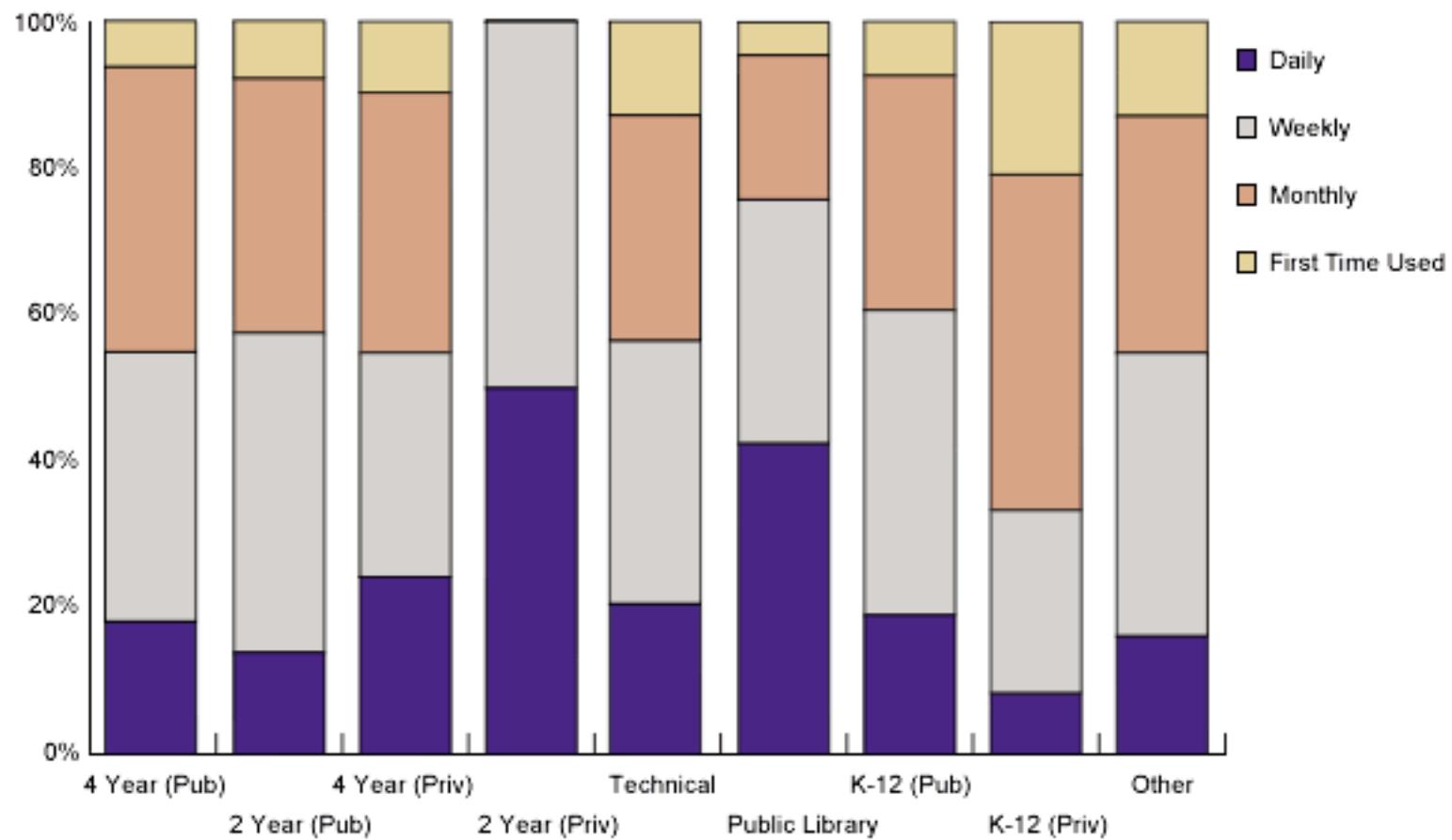
Choice	daily		weekly		monthly		first time used		Totals	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
4 Year (Pub)	26	18.1%	53	36.8%	56	38.9%	9	6.3%	144	100.0%
2 Year (Pub)	14	13.9%	44	43.6%	35	34.7%	8	7.9%	101	100.0%
4 Year (Priv)	15	24.2%	19	30.6%	22	35.5%	6	9.7%	62	100.0%
2 Year (Priv)	1	50.0%	1	50.0%	0	0.0%	0	0.0%	2	100.0%
Technical	16	20.5%	28	35.9%	24	30.8%	10	12.8%	78	100.0%
Public Library	28	42.4%	22	33.3%	13	19.7%	3	4.5%	66	100.0%
K-12 (Pub)	44	19.0%	96	41.6%	74	32.0%	17	7.4%	231	100.0%
K-12 (Priv)	2	8.3%	6	25.0%	11	45.8%	5	20.8%	24	100.0%
Other	5	16.1%	12	38.7%	10	32.3%	4	12.9%	31	100.0%
Totals	151	20.4%	281	38.0%	245	33.2%	62	8.4%	739	100.0%

Responses by User Type
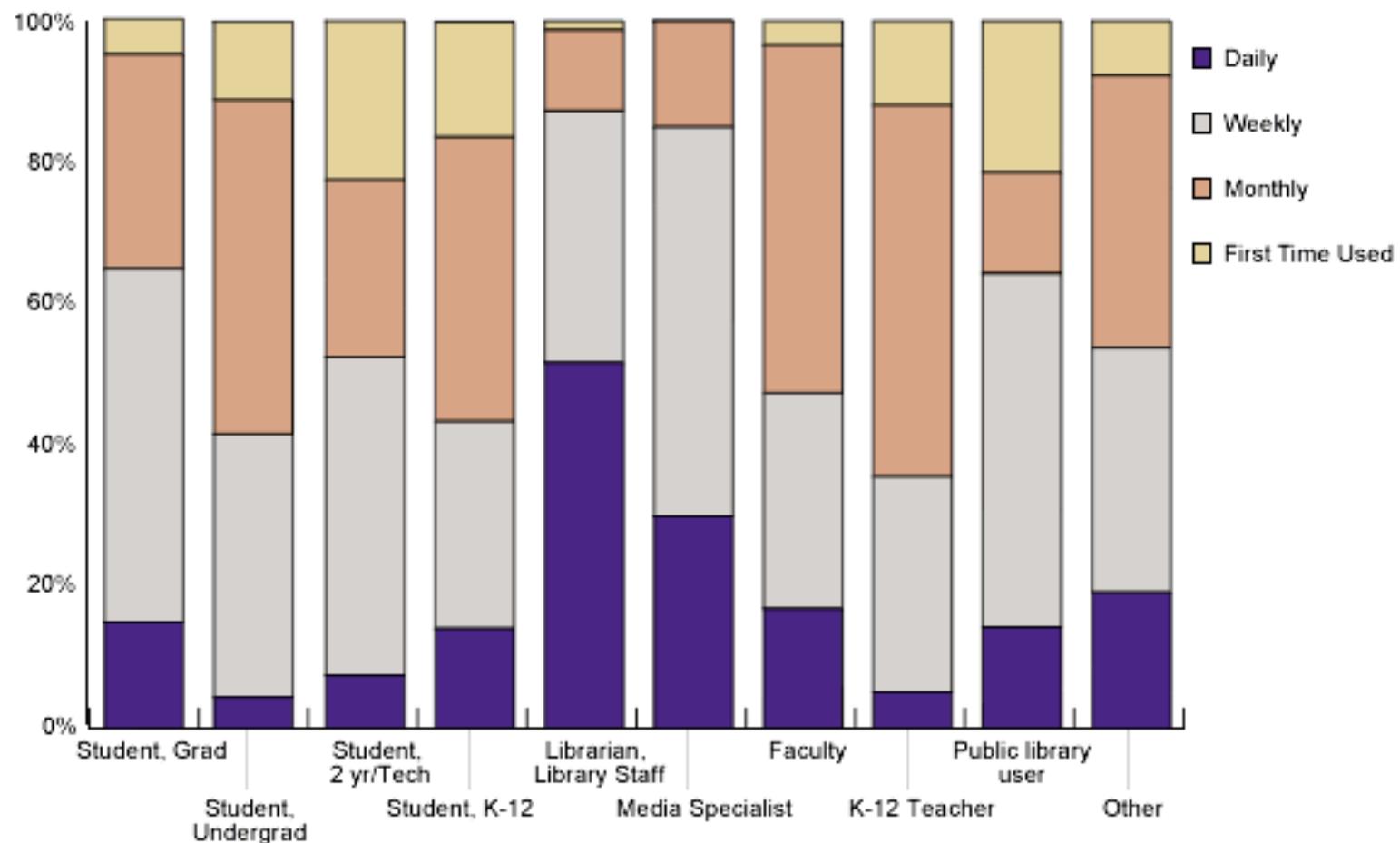
Choice	daily		weekly		monthly		first time used		Totals	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
Student, Graduate	6	15.0%	20	50.0%	12	30.3%	2	5.0%	40	100.0%
Student, Undergraduate	8	4.4%	67	37.2%	85	47.2%	20	11.1%	180	100.0%
Student, 2 year/Technical	3	7.5%	18	45.0%	10	25.0%	9	22.5%	40	100.0%
Student, K-12	13	14.1%	27	29.3%	37	40.2%	15	16.3%	92	100.0%
Librarian/Library Staff	77	51.7%	53	35.6%	17	11.4%	2	1.3%	149	100.0%
Media Specialist	24	30.0%	44	55.0%	12	15.0%	0	0.0%	80	100.0%
Faculty	10	16.9%	18	30.5%	29	49.2%	2	3.4%	59	100.0%
K-12 Teacher	3	5.1%	18	30.5%	31	52.5%	7	11.9%	59	100.0%
Public library user	2	14.3%	7	50.0%	2	14.3%	3	21.4%	14	100.0%
Other	5	19.2%	9	34.6%	10	38.5%	2	7.7%	26	100.0%
Totals	151	20.4%	281	36.0%	245	33.2%	62	8.4%	739	100.0%

Respondent Demographics
Number of responses by type of user
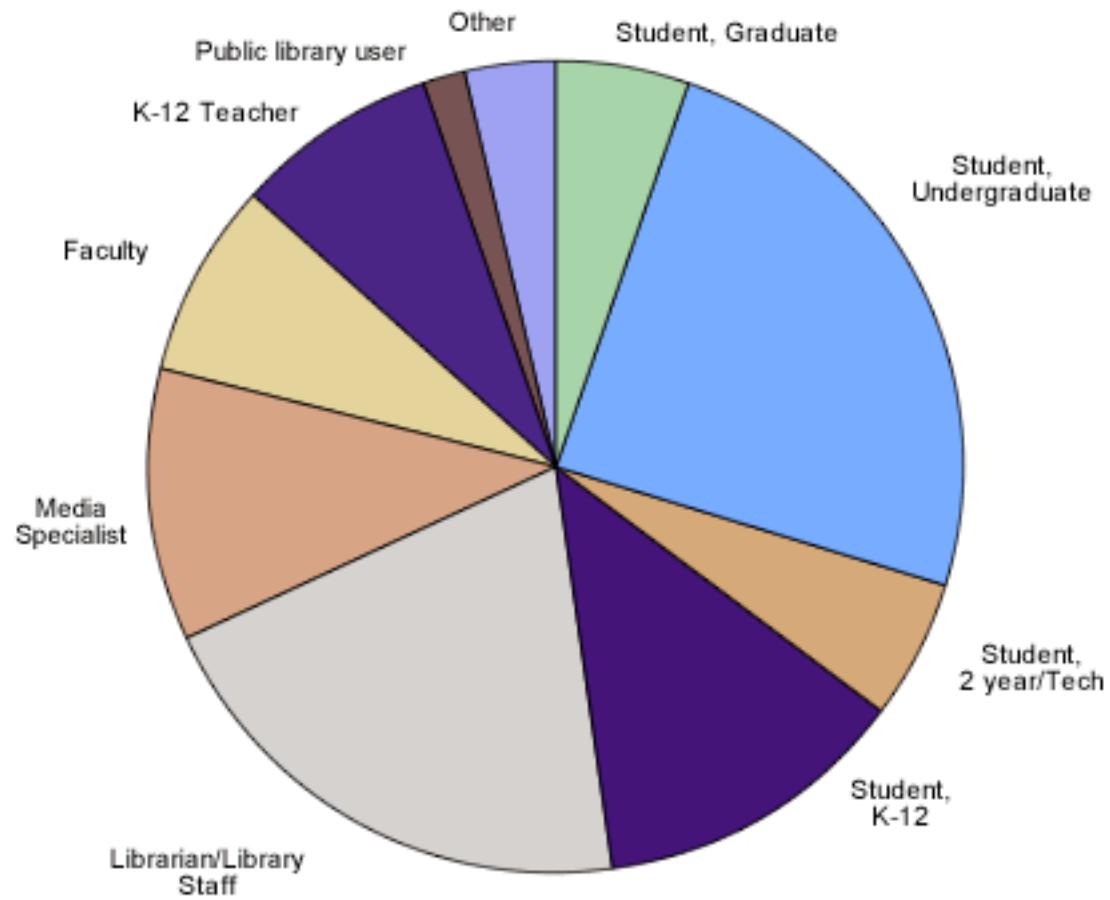
Institution Type	Count	Percent
Student, Graduate	40	5.4%
Student, Undergraduate	180	24.5%
Student, 2 year/Technical	40	5.4%
Student, K-12	92	12.5%
Librarian/Library Staff	149	20.3%
Media Specialist	80	10.9%
Faculty	58	7.9%
K-12 Teacher	59	8.0%
Public library user	12	1.6%
Other	25	3.4%
Total	735	100%

Number of responses by type of institution
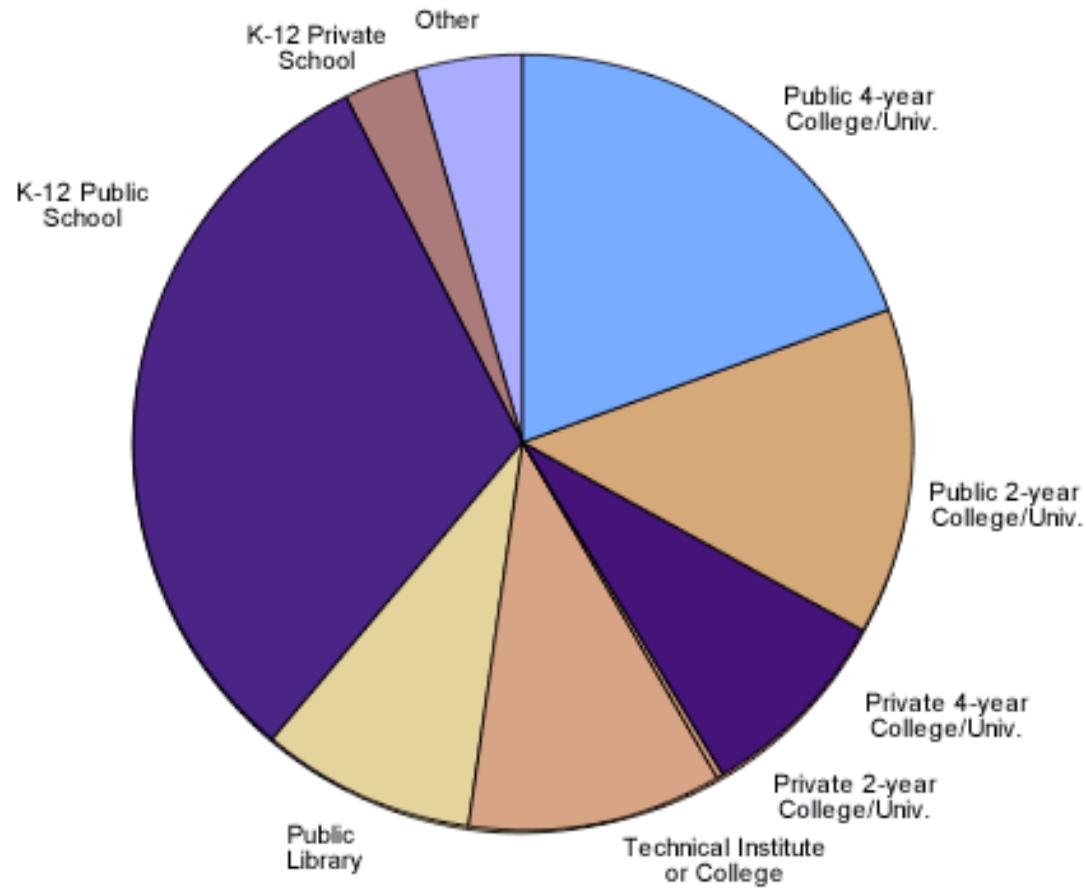
Institution Type	Count	Percent
Public 4-year College/University	143	19.5%
Public 2-year College/University	100	13.6%
Private 4-year College/University	62	8.4%
Private 2-year College/University	2	0.3%
Technical Institute or College	78	10.6%
Public Library	65	8.8%
K-12 Public School	230	31.3%
K-12 Private School*	24	3.3%
Other	31	4.2%
Total	735	100.0%

Where did you find out about GALILEO?
Responses by Institutional Type

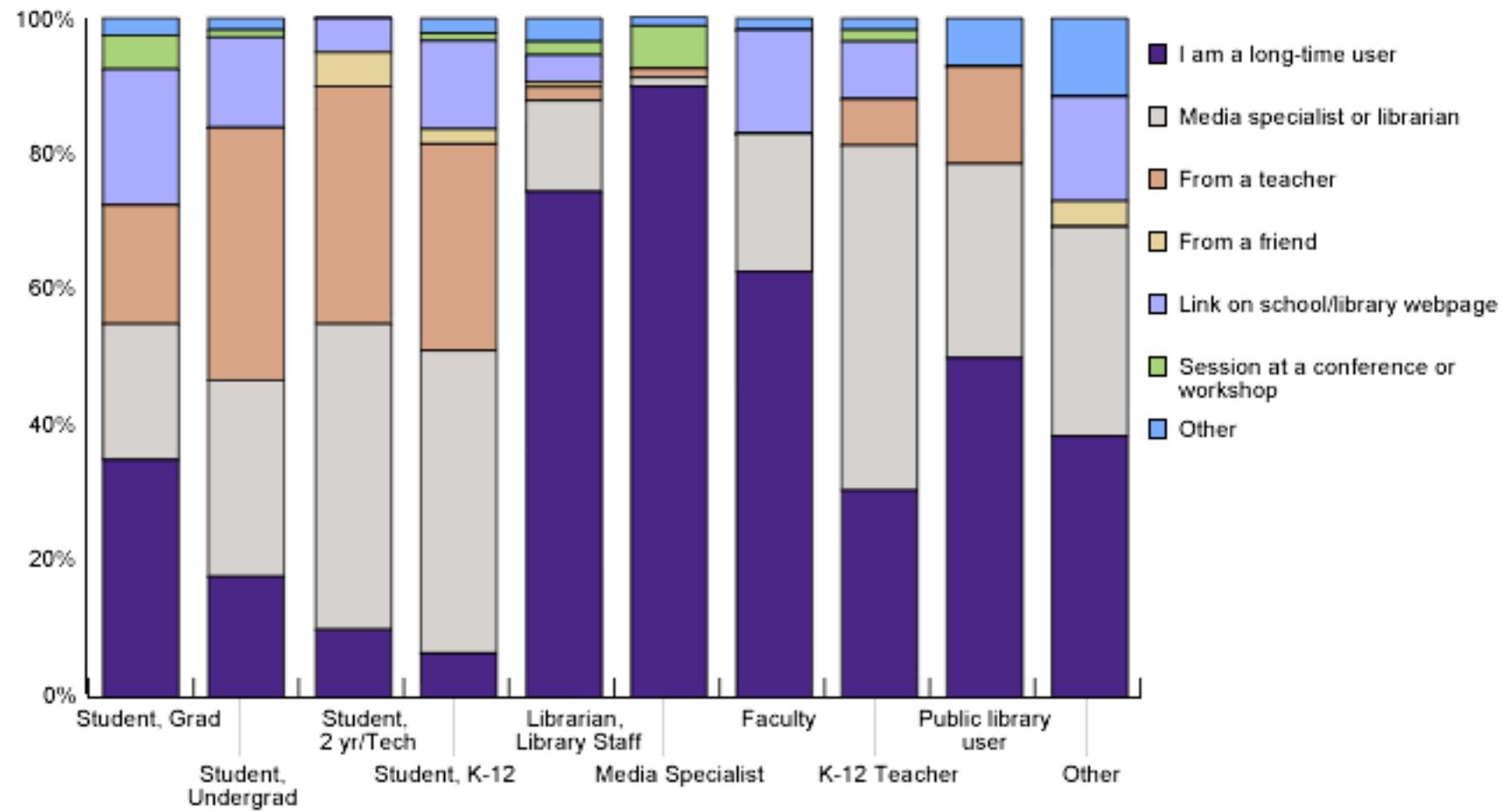| Choice	I am a long-time user		From a media specialist or librarian		From a teacher		From a friend		From a link on my school or library web page		From a session at a conference or workshop		Other		Totals	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
4 Year (Pub)	59	41.0%	26	18.1%	32	22.2%	0	0.0%	52	17.4%	1	0.7%	1	0.7%	144	100.0%
2 Year (Pub)	29	28.7%	31	30.7%	27	26.7%	0	0.0%	8	7.9%	3	3.0%	3	3.0%	101	100.0%
4 Year (Priv)	21	33.9%	16	25.8%	17	27.4%	1	1.6%	6	9.7%	1	1.6%	0	0.0%	62	100.0%
2 Year (Priv)	1	50.0%	0	0.0%	1	50.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	100.0%
Technical	34	43.6%	26	33.3%	10	12.8%	1	1.3%	6	7.7%	0	0.0%	1	1.3%	78	100.0%
Public Library	37	56.1%	14	21.2%	5	7.6%	1	1.5%	4	6.1%	2	3.0%	3	4.5%	66	100.0%
K-12 (Pub)	120	51.9%	64	27.7%	23	10.0%	1	0.4%	10	4.3%	6	2.6%	7	3.0%	231	100.0%
K-12 (Priv)	0	0.0%	11	45.8%	7	29.2%	2	8.3%	4	16.7%	0	0.0%	0	0.0%	24	100.0%
Other	10	32.3%	6	19.4%	4	12.9%	0	0.0%	7	22.6%	1	3.2%	3	9.7%	31	100.0%
Totals	311	42.1%	194	26.3%	126	17.1%	6	0.8%	70	9.5%	14	1.9%	18	2.4%	739	100.0%

Responses by User Type

Choice	I am a long-time user		From a media specialist or librarian		From a teacher		From a friend		From a link on my school or library web page		From a session at a conference or workshop		Other		Totals	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
Student, Graduate	14	35.0%	8	20.0%	7	17.5%	0	0.0%	8	20.0%	2	5.0%	1	2.5%	40	100.0%
Student, Undergraduate	32	17.8%	52	28.9%	67	37.2%	0	0.0%	24	13.3%	2	1.1%	3	1.7%	180	100.0%
Student, 2 year/Technical	4	10.0%	18	45.0%	14	35.0%	2	5.0%	2	5.0%	0	0.0%	0	0.0%	40	100.0%
Student, K-12	6	6.5%	41	44.6%	28	30.4%	2	2.2%	12	13.0%	1	1.1%	2	2.2%	92	100.0%
Librarian/Library Staff	111	74.5%	20	13.4%	3	2.0%	1	0.7%	6	4.0%	3	2.0%	5	3.4%	149	100.0%
Media Specialist	72	90.0%	1	1.3%	1	1.3%	0	0.0%	0	0.0%	5	6.3%	1	1.3%	80	100.0%
Faculty	37	62.7%	12	20.3%	0	0.0%	0	0.0%	9	15.3%	0	0.0%	1	1.7%	59	100.0%
K-12 Teacher	18	30.5%	30	50.8%	4	6.8%	0	0.0%	5	8.5%	1	1.7%	1	1.7%	59	100.0%
Public library user	7	50.0%	4	28.6%	2	14.3%	0	0.0%	0	0.0%	0	0.0%	1	7.1%	14	100.0%
Other	10	38.5%	8	30.8%	0	0.0%	1	3.8%	4	15.4%	0	0.0%	3	11.5%	26	100.0%
Totals	311	42.1%	194	17.1%	126	17.1%	6	0.8%	70	9.5%	14	1.9%	18	2.4%	739	100.0%

Rating the new look and functionality of GALILEO

Topic: The new look of the customized interfaces is an improvement over the old GALILEO interface.
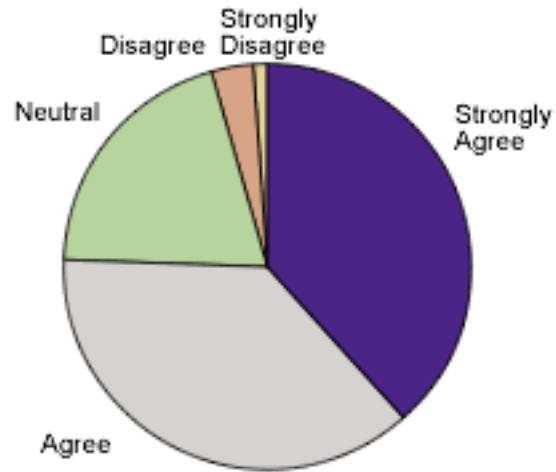
	Count	Percent
Strongly Agree	280	38.7%
Agree	269	37.2%
Neutral	145	19.6%
Disagree	25	3.5%
Strongly Disagree	7	1.0%
Total	723	100.0%

Topic: The new look of the customized interfaces is an improvement over the old GALILEO interface.
All Responses *except* Librarians / Library Staff
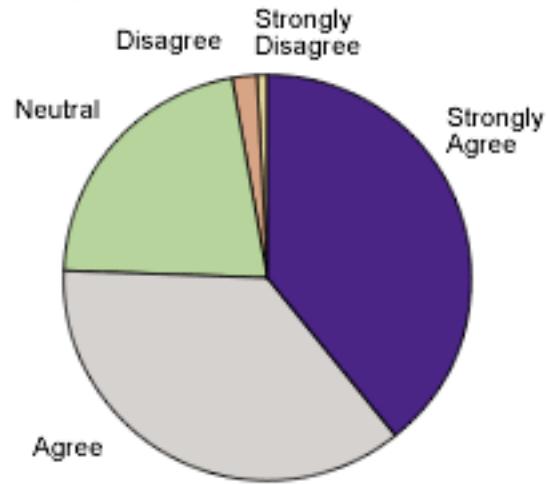
	Count	Percent
Strongly Agree	195	39.4%
Agree	180	36.4%
Neutral	107	21.6%
Disagree	10	2.0%
Strongly Disagree	3	0.6%
Total	495	100.0%

Topic: The new look of the customized interfaces is an improvement over the old GALILEO interface.
Responses by Type of User
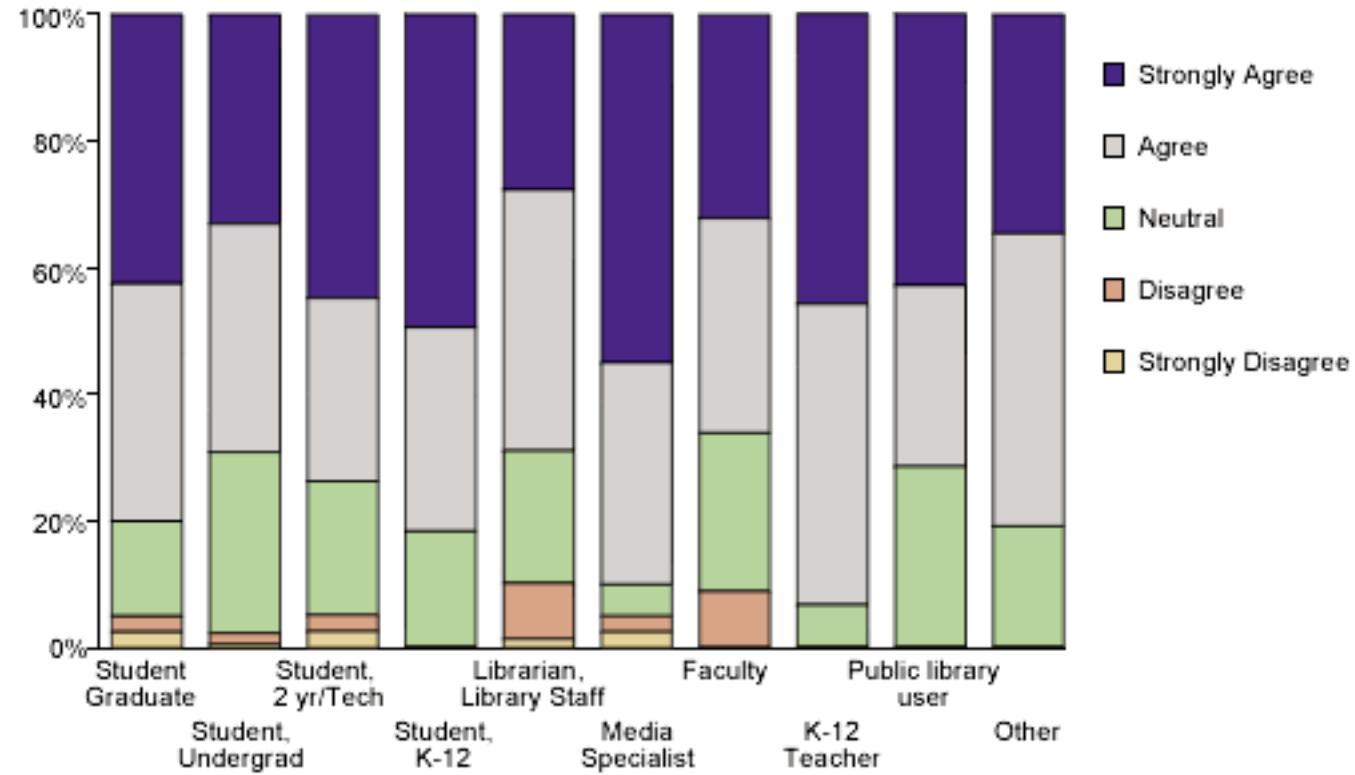
	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Total	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
Student, Graduate	17	42.5%	15	37.5%	6	15.0%	1	2.5%	1	2.5%	40	100.00%
Student, Undergraduate	58	33.1%	63	36.0%	50	28.6%	3	1.7%	1	0.6%	175	100.00%
Student, 2 year / Technical	17	44.7%	11	28.9%	8	21.1%	1	2.6%	1	2.6%	38	100.00%
Student, K-12	43	49.4%	28	32.2%	16	18.4%	0	0.0%	0	0.0%	87	100.00%
Librarian / Library Staff	41	27.7%	61	41.2%	31	20.9%	13	8.8%	2	1.4%	148	100.00%
Media Specialist	44	55.0%	28	35.0%	4	5.0%	2	2.5%	2	2.5%	80	100.00%
Faculty	18	32.1%	19	33.9%	14	25.0%	5	8.9%	0	0.0%	56	100.00%
K-12 Teacher	27	45.8%	28	47.5%	4	6.8%	0	0.0%	0	0.0%	59	100.00%
Public library user	6	42.9%	4	28.6%	4	28.6%	0	0.0%	0	0.0%	14	100.00%
Other	9	34.6%	12	46.2%	5	19.2%	0	0.0%	0	0.0%	26	100.00%
Total	280	38.7%	269	37.2%	142	19.6%	25	3.5%	7	1.0%	723	100.00%

Topic: The new look of the customized interfaces is an improvement over the old GALILEO interface.
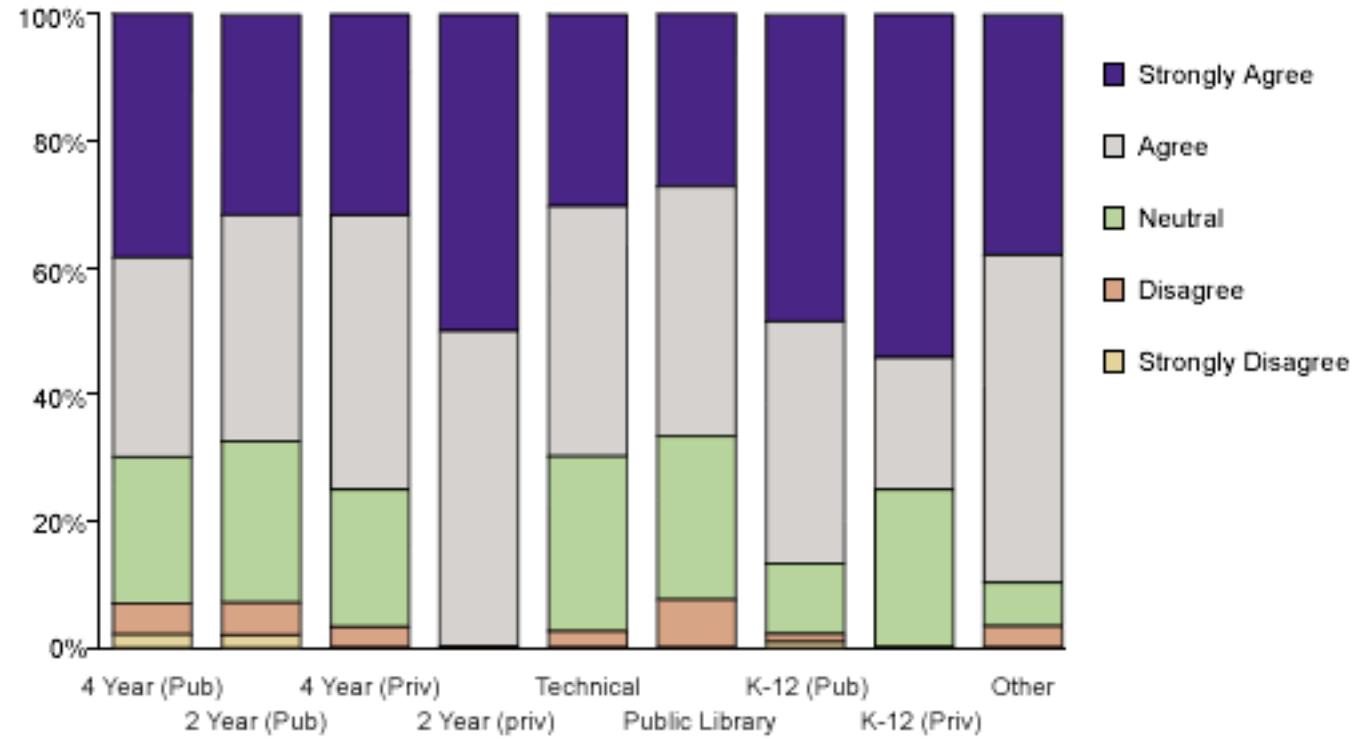**Responses by Institution Type**
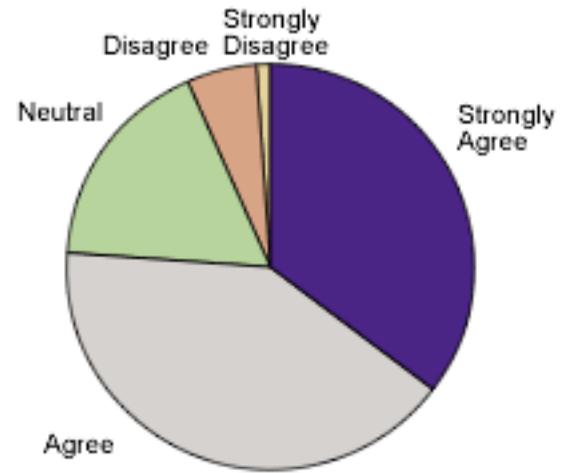
	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Total	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
4 Year (Pub)	55	38.5%	45	31.5%	33	23.1%	7	4.9%	3	2.1%	143	100.00%
2 Year (Pub)	31	31.6%	35	35.7%	25	25.5%	5	5.1%	2	2.0%	98	100.00%
4 Year (Priv)	19	31.7%	26	43.3%	13	21.7%	2	3.3%	0	0.0%	60	100.00%
2 Year (Priv)	1	50.0%	1	50.0%	0	0.0%	0	0.0%	0	0.0%	2	100.00%
Technical	23	30.3%	30	39.5%	21	27.6%	2	2.6%	0	0.0%	76	100.00%
Public Library	18	27.3%	26	39.4%	17	25.8%	5	7.6%	0	0.0%	66	100.00%
K-12 (Pub)	109	48.4%	86	38.2%	25	11.1%	3	1.3%	2	0.9%	225	100.00%
K-12 (Priv)	13	54.2%	5	20.8%	6	25.0%	0	0.0%	0	0.0%	24	100.00%
Other	11	37.9%	15	51.7%	2	6.9%	1	3.4%	0	0.0%	29	100.00%
Total	280	38.7%	269	37.2%	142	19.6%	25	3.5%	7	1.0%	723	100.00%

Topic: The organization of information is more logical and appropriate to my needs.

	Count	Percent
Strongly Agree	256	35.5%
Agree	294	40.7%
Neutral	126	17.5%
Disagree	40	5.5%
Strongly Disagree	6	0.8%
Total	722	100.0%

Topic: The organization of information is more logical and appropriate to my needs.
All Responses *except* Librarians / Library Staff
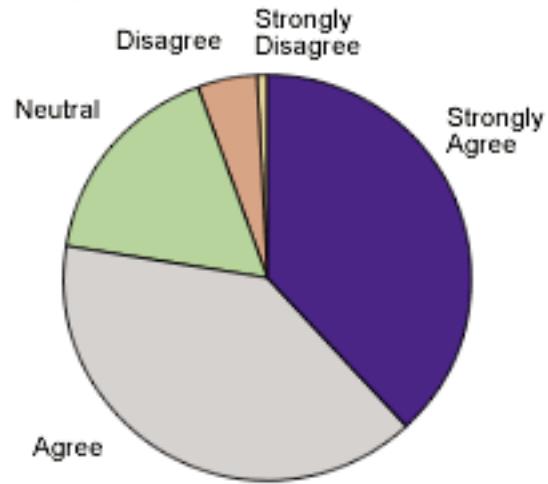
	Count	Percent
Strongly Agree	189	38.3%
Agree	195	39.5%
Neutral	83	16.8%
Disagree	24	4.9%
Strongly Disagree	3	0.6%
Total	494	100.0%

Topic: The organization of information is more logical and appropriate to my needs.
Responses by Type of User
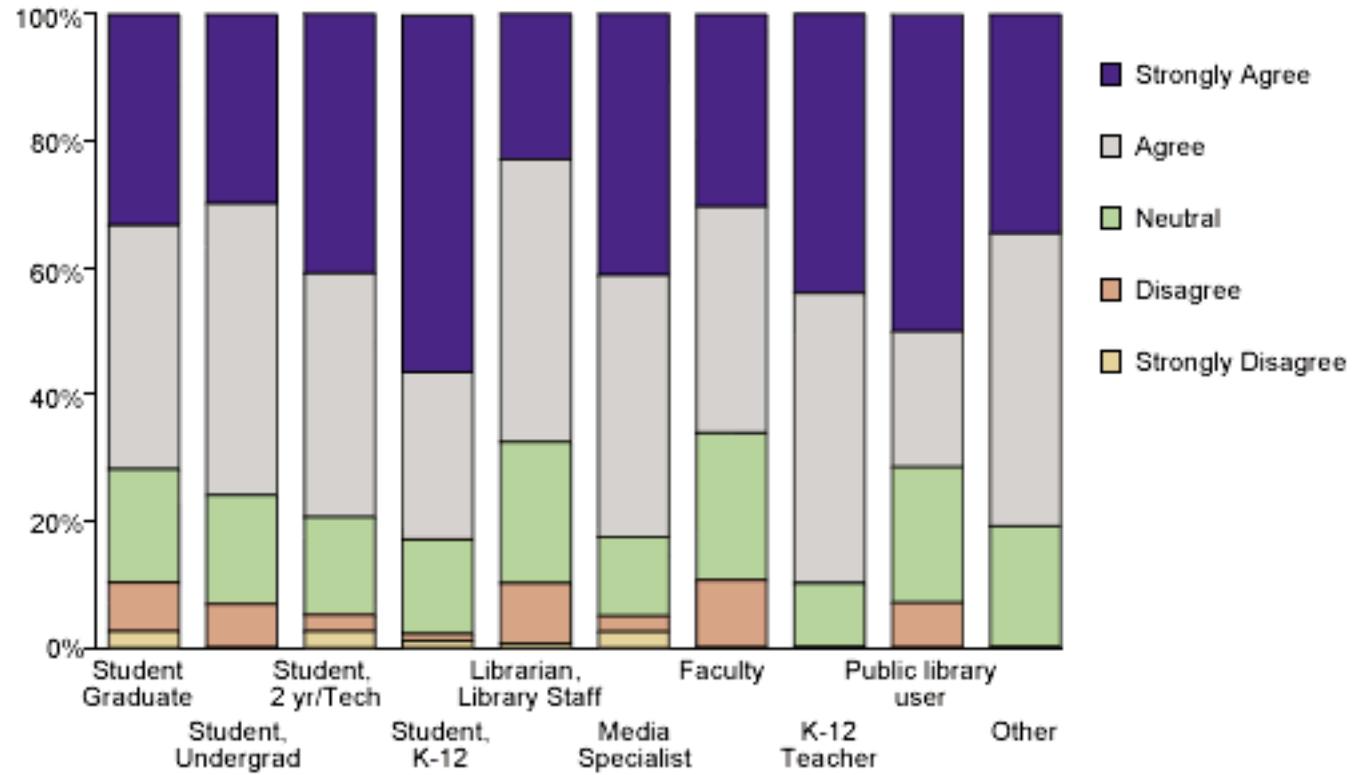
	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Total	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
Student, Graduate	13	33.3%	15	38.5%	7	17.9%	3	7.7%	1	2.6%	39	100.00%
Student, Undergraduate	52	29.9%	80	46.0%	30	17.2%	12	6.9%	0	0.0%	174	100.00%
Student, 2 year / Technical	16	41.0%	15	38.5%	6	15.4%	1	2.6%	1	2.6%	39	100.00%
Student, K-12	49	56.3%	23	26.4%	13	14.9%	1	1.1%	1	1.1%	87	100.00%
Librarian / Library Staff	34	23.0%	66	44.6%	33	22.3%	14	9.5%	1	0.7%	148	100.00%
Media Specialist	33	41.3%	33	41.3%	10	12.5%	2	2.5%	2	2.5%	80	100.00%
Faculty	17	30.4%	20	35.7%	13	23.2%	6	10.7%	0	0.0%	56	100.00%
K-12 Teacher	26	44.1%	27	45.8%	6	10.2%	0	0.0%	0	0.0%	59	100.00%
Public library user	7	50.0%	3	21.4%	3	21.4%	1	7.1%	0	0.0%	14	100.00%
Other	9	34.6%	12	46.2%	5	19.2%	0	0.0%	0	0.0%	26	100.00%
Total	256	35.5%	294	40.7%	126	17.5%	40	5.5%	6	0.8%	722	100.00%

Topic: The organization of information is more logical and appropriate to my needs.
Responses by Institution Type
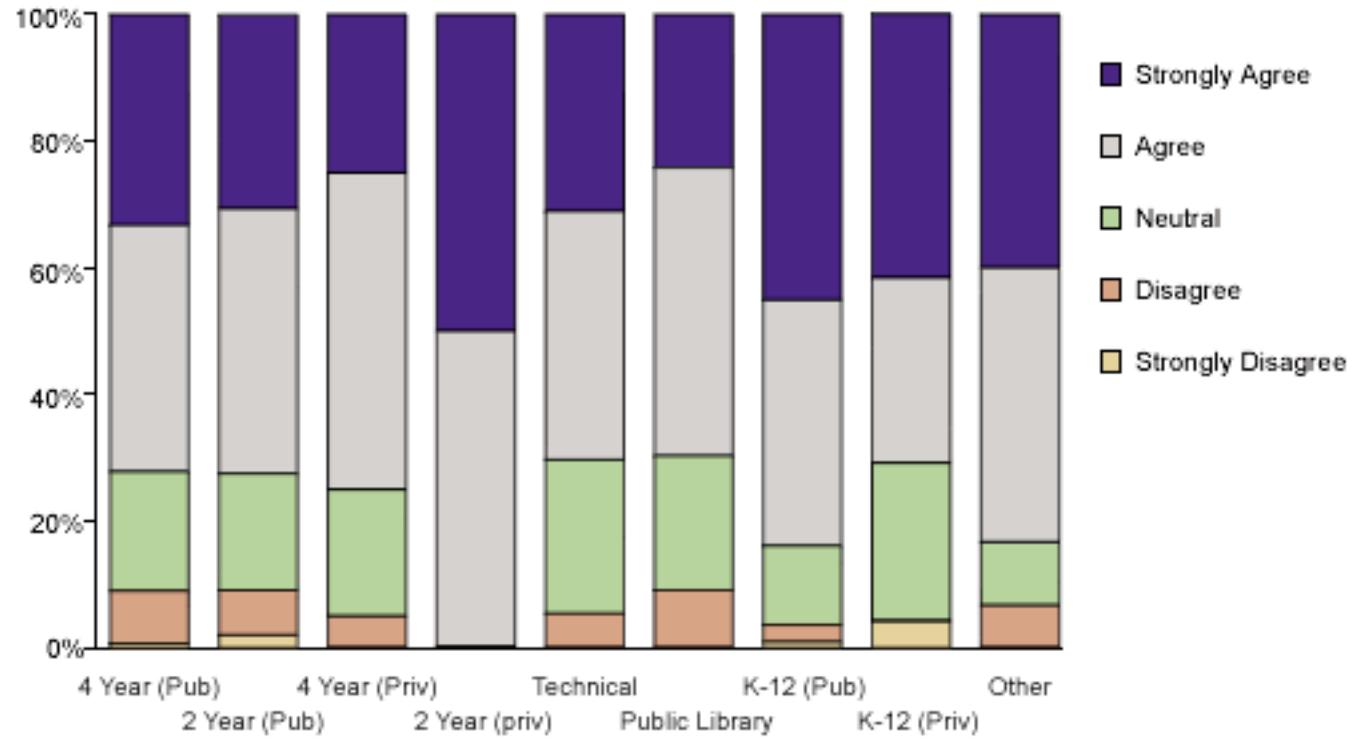
	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Total	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
4 Year (Pub)	48	33.3%	56	38.9%	27	18.8%	12	8.3%	1	0.7%	144	100.00%
2 Year (Pub)	30	30.6%	41	41.8%	18	18.4%	7	7.1%	2	2.0%	98	100.00%
4 Year (Priv)	15	25.0%	30	50.0%	12	20.0%	3	5.0%	0	0.0%	60	100.00%
2 Year (Priv)	1	50.0%	1	50.0%	0	0.0%	0	0.0%	0	0.0%	2	100.00%
Technical	23	31.1%	29	39.2%	18	24.3%	4	5.4%	0	0.0%	74	100.00%
Public Library	16	24.2%	30	45.5%	14	21.2%	6	9.1%	0	0.0%	66	100.00%
K-12 (Pub)	101	45.1%	87	38.8%	28	12.5%	6	2.7%	2	0.9%	224	100.00%
K-12 (Priv)	10	41.7%	7	29.2%	6	25.0%	0	0.0%	1	4.2%	24	100.00%
Other	12	40.0%	13	43.3%	3	10.0%	2	6.7%	0	0.0%	30	100.00%
Total	256	35.5%	294	40.7%	126	17.5%	40	5.5%	6	0.8%	722	100.00%

Topic: Technical problems with the new functionality have been kept to an acceptable level.
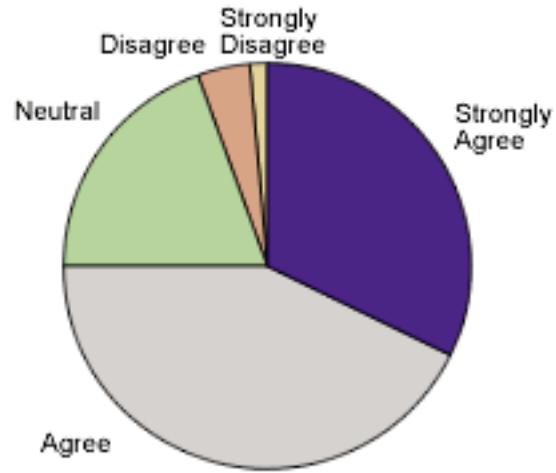
	Count	Percent
Strongly Agree	233	32.3%
Agree	309	42.8%
Neutral	140	19.4%
Disagree	30	4.2%
Strongly Disagree	10	1.4%
Total	722	100.0%

Topic: Technical problems with the new functionality have been kept to an acceptable level.
All Responses *except* Librarians / Library Staff
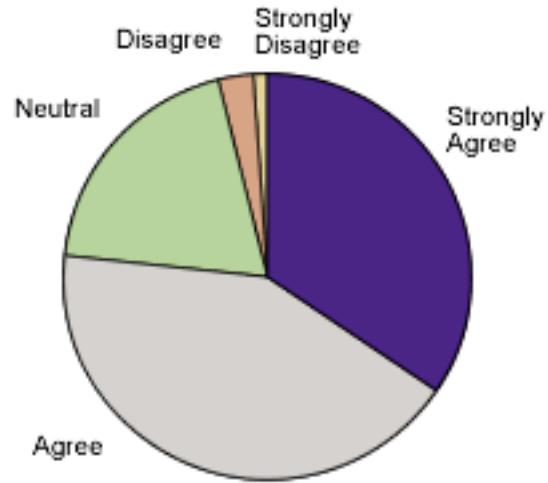
	Count	Percent
Strongly Agree	170	34.5%
Agree	209	42.4%
Neutral	95	19.3%
Disagree	14	2.8%
Strongly Disagree	5	1.0%
Total	493	100.0%

Topic: Technical problems with the new functionality have been kept to an acceptable level.
Responses by Type of User
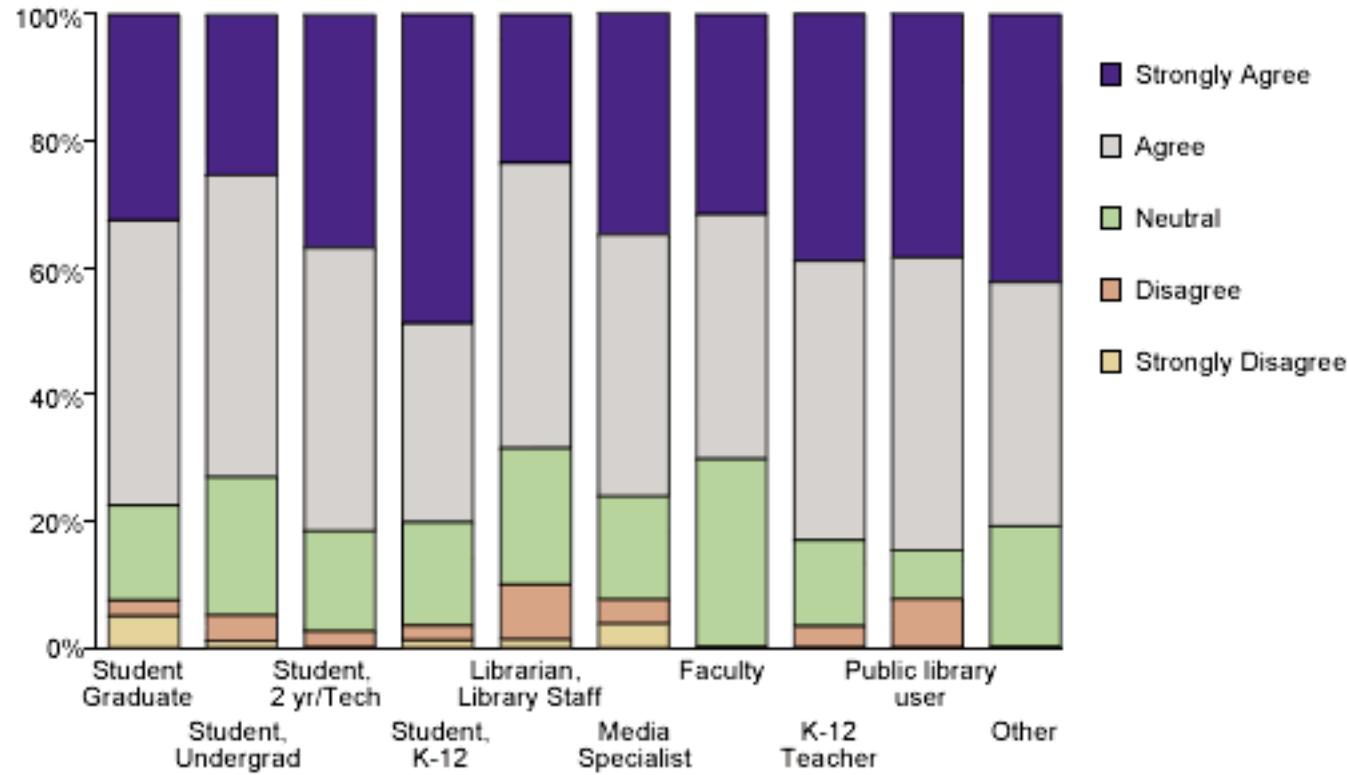
	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Total	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
Student, Graduate	13	32.5%	18	45.0%	6	15.0%	1	2.5%	2	5.0%	40	100.00%
Student, Undergraduate	44	25.3%	83	47.7%	38	21.8%	7	4.0%	2	1.1%	174	100.00%
Student, 2 year / Technical	14	36.8%	17	44.7%	6	15.8%	1	2.6%	0	0.0%	38	100.00%
Student, K-12	42	48.8%	27	31.4%	14	16.3%	2	2.3%	1	1.2%	86	100.00%
Librarian / Library Staff	35	23.5%	67	45.0%	32	21.5%	13	8.7%	2	1.3%	149	100.00%
Media Specialist	28	35.0%	33	41.3%	13	16.3%	3	3.8%	3	3.8%	80	100.00%
Faculty	18	31.6%	22	38.6%	17	29.8%	0	0.0%	0	0.0%	57	100.00%
K-12 Teacher	23	39.0%	26	44.1%	8	13.6%	2	3.4%	0	0.0%	59	100.00%
Public library user	5	38.5%	6	46.2%	1	7.7%	1	7.7%	0	0.0%	13	100.00%
Other	11	42.3%	10	38.5%	5	19.2%	0	0.0%	0	0.0%	26	100.00%
Total	233	32.3%	309	42.8%	140	19.4%	30	4.2%	10	1.4%	722	100.00%

Topic: Technical problems with the new functionality have been kept to an acceptable level.
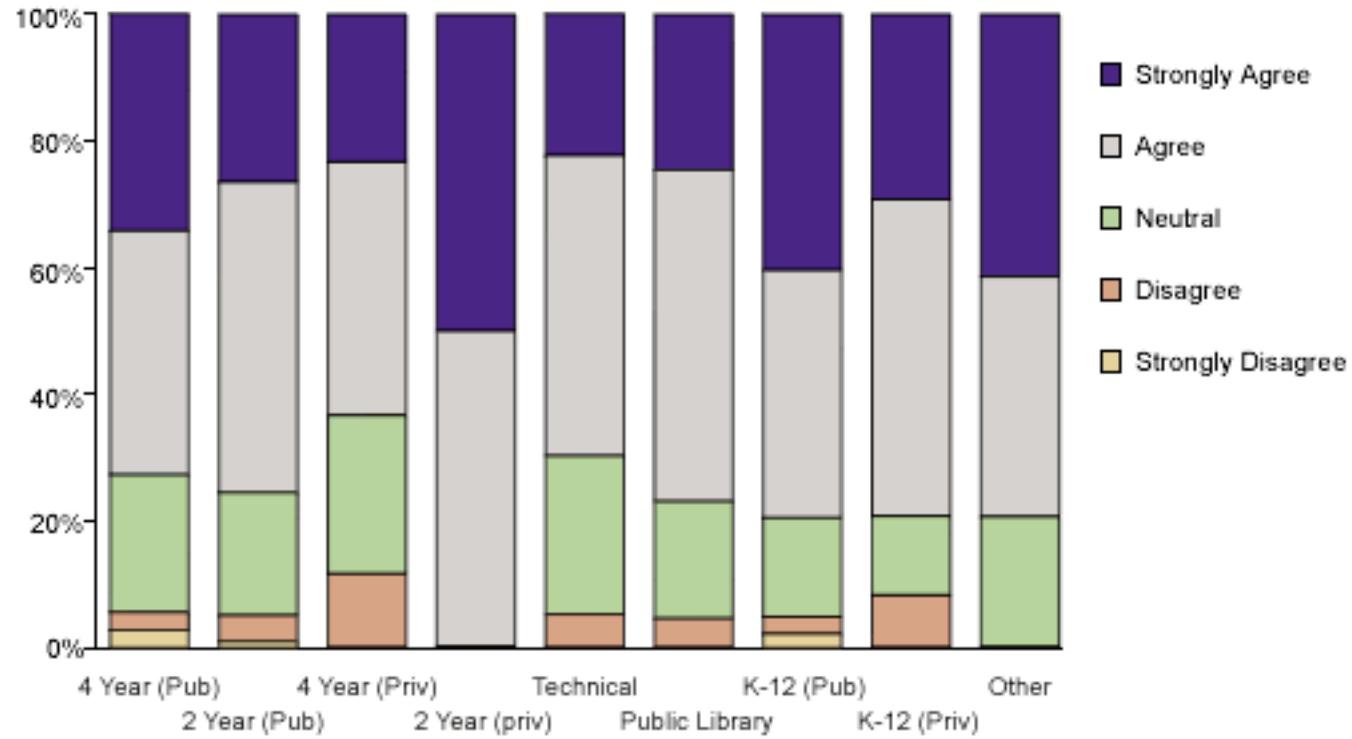**Responses by Institution Type**

	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Total	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
4 Year (Pub)	49	34.3%	55	38.5%	31	21.7%	4	2.8%	4	2.8%	143	100.00%
2 Year (Pub)	26	26.5%	48	49.0%	19	19.4%	4	4.1%	1	1.0%	98	100.00%
4 Year (Priv)	14	23.3%	24	40.0%	15	25.0%	7	11.7%	0	0.0%	60	100.00%
2 Year (Priv)	1	50.0%	1	50.0%	0	0.0%	0	0.0%	0	0.0%	2	100.00%
Technical	17	22.4%	36	47.4%	19	25.0%	4	5.3%	0	0.0%	76	100.00%
Public Library	16	24.6%	34	52.3%	12	18.5%	3	4.6%	0	0.0%	65	100.00%
K-12 (Pub)	91	40.4%	88	39.1%	35	15.6%	6	2.7%	5	2.2%	225	100.00%
K-12 (Priv)	7	29.2%	12	50.0%	3	12.5%	2	8.3%	0	0.0%	24	100.00%
Other	12	41.4%	11	37.9%	6	20.7%	0	0.0%	0	0.0%	29	100.00%
Total	233	32.3%	309	42.8%	140	19.4%	30	4.2%	10	1.4%	722	100.00%

Topic: GALILEO is easier to use in general with the new look and functionality.
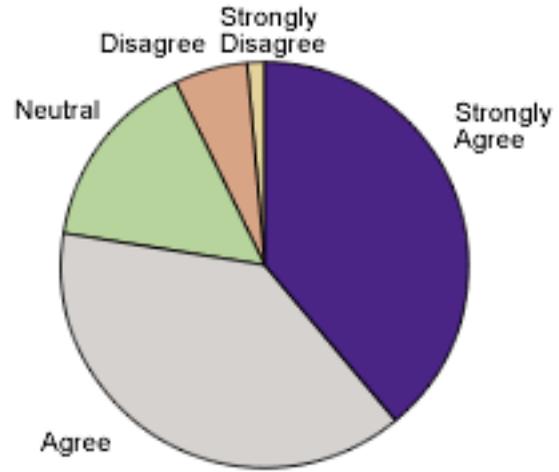
	Count	Percent
Strongly Agree	280	38.9%
Agree	279	38.8%
Neutral	110	15.3%
Disagree	41	5.7%
Strongly Disagree	10	1.4%
Total	720	100.0%

Topic: GALILEO is easier to use in general with the new look and functionality.
All Responses *except* Librarians / Library Staff
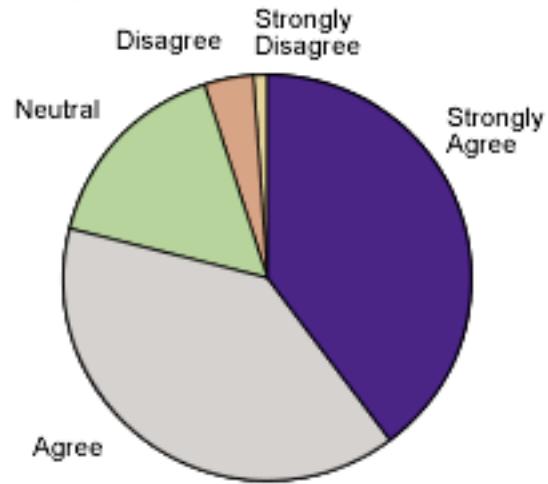
	Count	Percent
Strongly Agree	196	39.8%
Agree	193	39.2%
Neutral	79	16.1%
Disagree	19	3.9%
Strongly Disagree	5	1.0%
Total	492	100.0%

Topic: GALILEO is easier to use in general with the new look and functionality.
Responses by Type of User
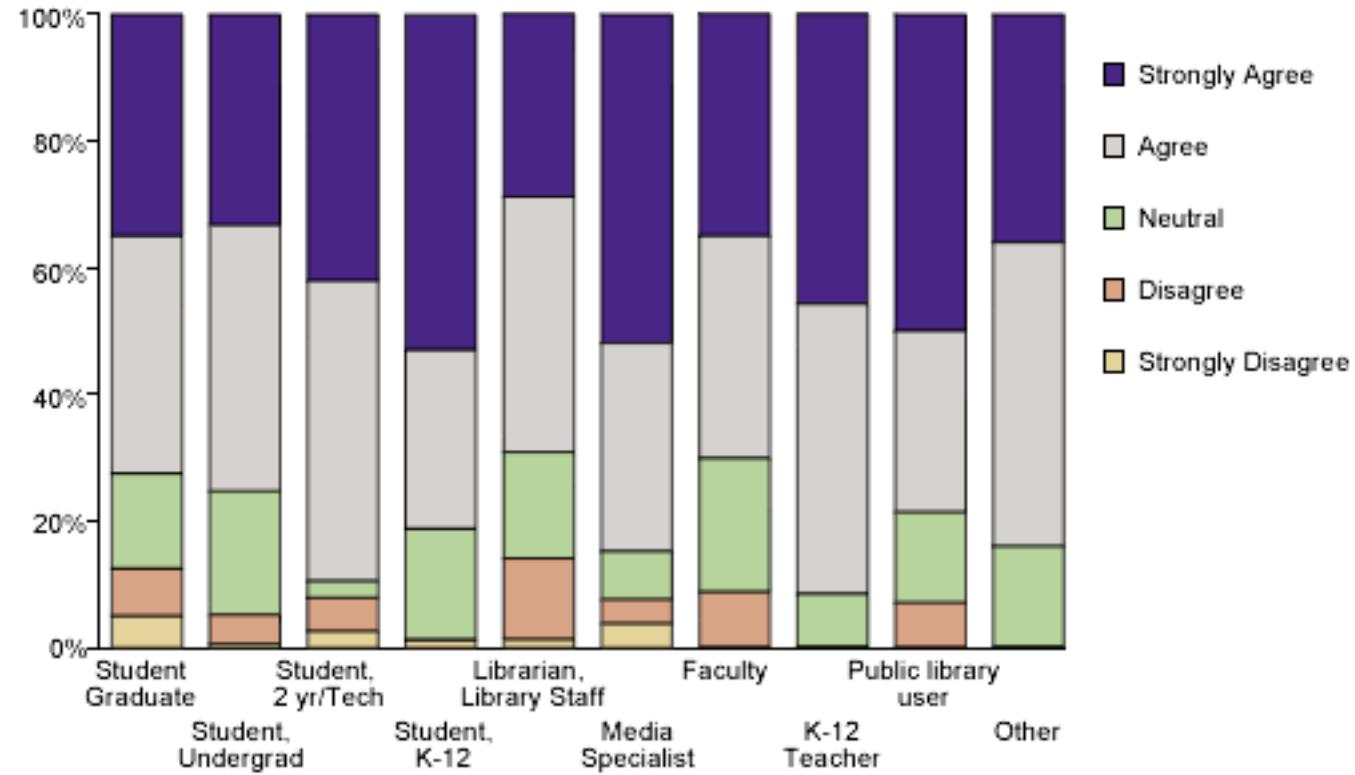
	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Total	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
Student, Graduate	14	35.0%	15	37.5%	6	15.0%	3	7.5%	2	5.0%	40	100.00%
Student, Undergraduate	58	33.3%	73	42.0%	34	19.5%	8	4.6%	1	0.6%	175	100.00%
Student, 2 year / Technical	16	42.1%	18	47.4%	1	2.6%	2	5.3%	1	2.6%	38	100.00%
Student, K-12	45	52.9%	24	28.2%	15	17.6%	0	0.0%	1	1.2%	85	100.00%
Librarian / Library Staff	43	28.9%	60	40.3%	25	16.8%	19	12.8%	2	1.3%	149	100.00%
Media Specialist	41	51.9%	26	32.9%	6	7.6%	3	3.8%	3	3.8%	79	100.00%
Faculty	20	35.1%	20	35.1%	12	21.1%	5	8.8%	0	0.0%	57	100.00%
K-12 Teacher	27	45.8%	27	45.8%	5	8.5%	0	0.0%	0	0.0%	59	100.00%
Public library user	7	50.0%	4	28.6%	2	14.3%	1	7.1%	0	0.0%	14	100.00%
Other	9	36.0%	12	48.0%	4	16.0%	0	0.0%	0	0.0%	25	100.00%
Total	280	38.9%	279	38.8%	110	15.3%	41	5.7%	10	1.4%	720	100.00%

Topic: GALILEO is easier to use in general with the new look and functionality.
Responses by Institution Type
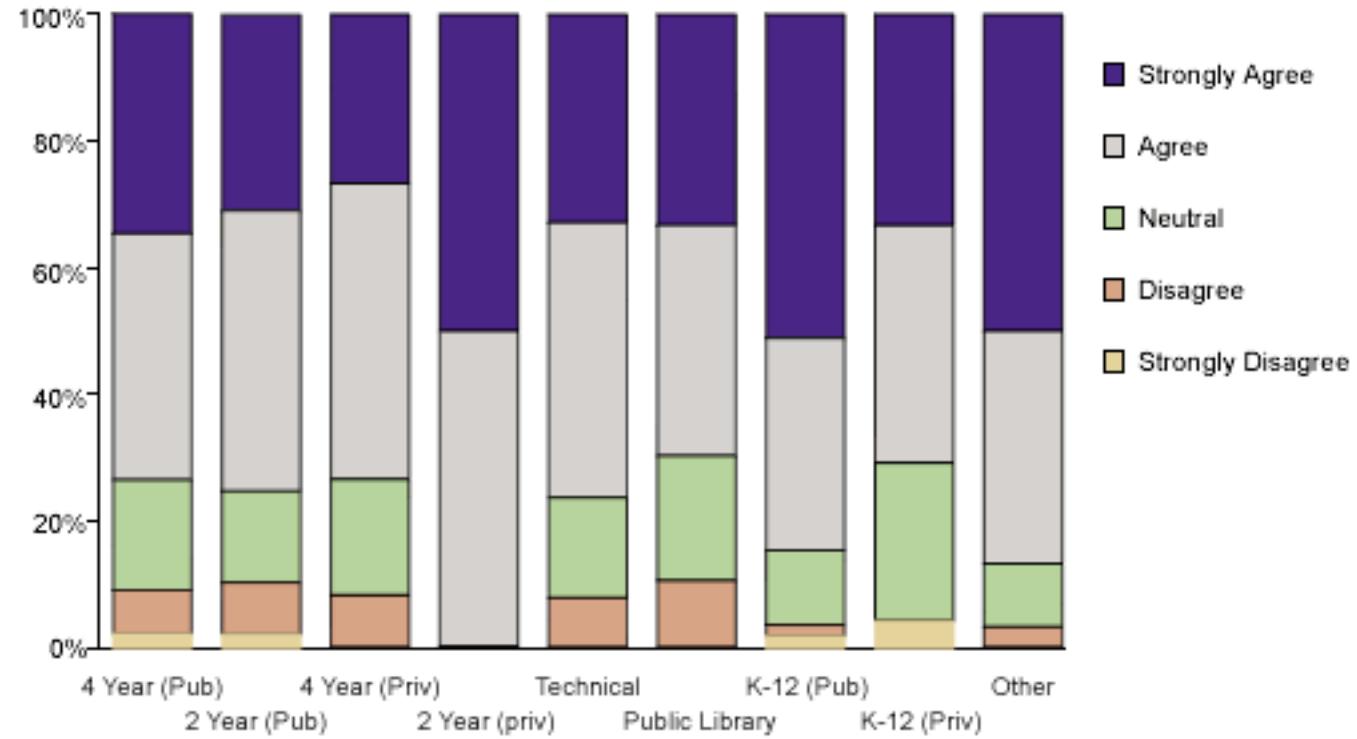
	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Total	
	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row	Count	%Row
4 Year (Pub)	50	34.7%	56	38.9%	25	17.4%	10	6.9%	3	2.1%	144	100.00%
2 Year (Pub)	30	30.9%	43	44.3%	14	14.4%	8	8.2%	2	2.1%	97	100.00%
4 Year (Priv)	16	26.7%	28	46.7%	11	18.3%	5	8.3%	0	0.0%	60	100.00%
2 Year (Priv)	1	50.0%	1	50.0%	0	0.0%	0	0.0%	0	0.0%	2	100.00%
Technical	25	32.9%	33	43.4%	12	15.8%	6	7.9%	0	0.0%	76	100.00%
Public Library	22	33.3%	24	36.4%	13	19.7%	7	10.6%	0	0.0%	66	100.00%
K-12 (Pub)	113	51.1%	74	33.5%	26	11.8%	4	1.8%	4	1.8%	221	100.00%
K-12 (Priv)	8	33.3%	9	37.5%	6	25.0%	0	0.0%	1	4.2%	24	100.00%
Other	15	50.0%	11	36.7%	3	10.0%	1	3.3%	0	0.0%	30	100.00%
Total	280	38.9%	279	15.3%	110	15.3%	41	5.7%	10	1.4%	720	100.00%

I would improve GALILEO by…

Coding Categories	Codes	Number of Occurrences	Percentage of
Evaluation	p [positive]	68	11.68%
	n [negative]	217	37.29%
	u [neutral]	271	46.56%
	m [mixed]	18	3.09%
	a [ambiguous]	2	0.34%
	x [uncodable]	6	1.03%
	Total	582	100%
Technical	bibliographic software	1	
	browser windows, spawned	1	
	speed	24	
	statsitics tool	1	
	broken links	1	
	mobile optimization	3	
	Total	31	5.33%
Coverage	more full text	24	

	more databases/content	106	
	images/graphics	6	
	currency	1	
	more journals	5	
	scholarly publications	1	
	popular magazines	1	
	more e-books	4	
	Internet resources	1	
	multimedia	3	
	games	1	
	retrospective coverage	1	
	children's resources	3	
	high school resources	6	
	K-12 resources	2	
	technical college resources	1	
	foreign language materials	3	
	agriculture	1	

	biographical sources	1	
	business	1	
	communications	1	
	current events	2	
	education	1	
	genealogy	1	
	geography	1	
	law and criminology	1	
	literary criticism	3	
	literature	3	
	mathematics	1	
	medical	1	
	music	1	
	nursing/allied health	1	
	sciences	4	
	test preparation	1	
	vocational	1	

	shopping	1	
	specific search topics	5	
	homework help	2	
	specific products	14	
	Total	217	37.29%
Policy	remote access	1	
	passwords	6	
	publicity	1	
	Total	8	1.37%
Interface	menus/navigation/organization	41	
	simplify	65	
	Kids' Page/link to Kids'	8	
	password/login	2	
	new interfaces/upgrade	40	
	Total	156	26.80%
Function	locations/journal lists/ journal locator	1	
	multible db searching/	65	

	WebFeat		
	customize/GLRI/ express links	9	
	database function	12	
	full-text linking/SFX	2	
	searchability	26	
	spell checker/Did You Mean?	2	
	RSS feed	1	
	general functionality	23	
	Total	141	24.23%
Beyond GALILEO's Control	y [yes]	3	
	Total	3	0.52%
Misconception	y [yes]	7	
	Total	7	1.20%
Instruction/ Help	y [yes]	36	
	Total	36	6.19%
Uncodable	u [neutral]	12	
	Total	12	2.06%