

Redesigning GALILEO

6/18/2020

How Did We Get Here...?



About GALILEO**About the Initiative**[Vision and Mission](#)[History](#)**Participating Institutions****Governance****Policies****Assessment****GALILEO Staff****News and Events****For Library Staff**

Vision and Mission

Vision

GALILEO facilitates the creation of knowledge and provides tools and resources for all Georgians to meet their lifelong learning needs.

Vivid Description

GALILEO will build on its unique role at the juncture of private and public institutions to become known as a statewide, collaborative, innovative platform integrated into libraries across the educational spectrum. GALILEO will support all Georgians as they move from childhood to adulthood, from inquiry to application, and from students to successful participants in the knowledge-based economy, resulting in an informed and well-educated Georgia.

GALILEO will further leverage statewide purchasing power to license high-quality resources efficiently on behalf of all Georgians. GALILEO will work with Georgia libraries and other educational institutions to provide free and open access to historical, cultural, and educational content. GALILEO will connect people with the right resource or tool, at the right time, in the right format. As Georgians move through their various educational, work, and personal environments, they will seamlessly access the resources available to them regardless of their various roles. Technological advances will influence an ever-evolving, user-focused experience that is elegant, helpful, clear, and personalized to meet the needs of the individual learner and teacher.

Mission

- Serve as Georgia's statewide virtual library providing:
 1. Equitable access to core high-quality instructional and informational resources to all Georgians
 2. Access to the tools necessary to help Georgians become lifelong learners
 3. Partnerships that create open access to historical, cultural, and educational content for and about Georgia
 4. Interface(s) that are easy to access and designed and customized to meet the needs of GALILEO libraries and the learners they serve
- Provide the tools and resources GALILEO libraries and partners need to support the learners they serve.
- Facilitate the efficient and cost-effective provision of library services across the state through collaborative resource acquisition, training, and sharing of workflows, resources, and technological infrastructure.

[GALILEO Strategic Plan \(complete\)](#) [GALILEO Impact 2019 Infographic.pdf](#) 

Goal 1: User Experience

“Create and maintain user-centered GALILEO environment(s) and interface(s) that are easy to use, customizable, personalized, powerful, and comprehensive in scope.”

For Improved Authentication:

- ⌚ Short Term:
 - Rethink password distribution methods
 - Users select affiliation, then enter password (still one step)
 - Consider changing the password less frequently
 - Reach out to GPALS/AMPALS libraries on SSO
 - Determine whether geo-authentication is a viable solution long-term
- ⌚ Longer Term:
 - Rethink authentication from the ground up
 - Provide guidance to libraries on preferred authentication to GALILEO
 - Work with GPLS/PINES developers on public library authentication options
 - Work with K-12/DOE developers on K-12 authentication options
 - Look at using Google/Facebook/OAuth
 - Look at methods to ensure only authorized users can access (e.g., store password in account, but if password has expired, user must re-authenticate themselves)
- ⌚ Reach out directly to GALILEO users

For Improved UX/UI:

- ⌚ Short Term:
 - Find out which vendors offer features like personal accounts or apps, and provide point-of-use Help letting patrons know those options before accessing
 - Reach out directly to GALILEO users (patrons and staff) to better understand their needs
- ⌚ Longer Term:
 - Personalization
 - Show all resources available to a user (requires linking multiple roles to a GALILEO account)
 - Consider showing a user resources that are NOT immediately available to them, but which they could request
 - Users (or libraries) select their default databases via drag and drop or other method
 - Let users (or libraries) determine whether they want a simple or advanced default search
 - With personalization, and multiple roles linked to one account, a user could keep the same GALILEO account for life and it would change and grow with them
 - Simplified, elegant user experience
 - Optimize the default user experience for each user group (kids, scholars, general public)
 - Make a “best guess” as to what users want (frequently used resources) with a prominent “See More” option
 - Provide easier access to databases within discovery (by cataloging databases, using placards, or facets)
 - Take a fresh look at discovery options, comparing EDS, Summon, Primo indexes and their respective interfaces; also consider open source interfaces that search those indexes
 - Look at new hardware technology options that could interface with GALILEO (e.g., updating the password via RFID)

Goal 1: User Experience

“Create and maintain user-centered GALILEO environment(s) and interface(s) that are easy to use, customizable, personalized, powerful, and comprehensive in scope.”

- Improved authentication (OpenAthens)
- New development process (Agile)

New Development Process

“Implement an effective, efficient, and iterative process to develop and maintain the GALILEO environment(s) to adapt to changes in technology and user needs.”

- Determine ways to improve current development process
- Aim for more frequent, iterative improvements
- Establish a development philosophy that builds on national and international standards (especially accessibility)
- Follow User-Centered Design (UCD) processes (usability testing of tools; workflow analysis)
- Professional development/sharing of knowledge, new trends, and technologies (between GALILEO/GIL staff and with others)

Goal 1: User Experience

“Create and maintain user-centered GALILEO environment(s) and interface(s) that are easy to use, customizable, personalized, powerful, and comprehensive in scope.”

- Improved authentication (OpenAthens)
- New development process (Agile)
- Improve GALILEO Admin (DOOR/GLRI)
- Improved GALILEO portal

Plan for Improving Interface

- Feedback from the strategic planning process
- GALILEO Development Advisory Group (GDAC)

- **Jess Burke** Georgia Humanities
- **Alyssa Kowis** Oglethorpe University
- **Ann Williams** Middle Georgia State University
- **Kathryn Greer** Agnes Scott College
- **Michelle Colquitt** Gwinnett Technical College Library
- **John Lassiter** Georgia Northwestern Technical College
- **Allison Repzynski** Central Georgia Technical College
- **Katie Dirr** Malcom Bridge Middle School

- **Leigh Perisino** Kincaid Elementary
- **Burr Osoinach** Cobb County Public Library System
- **Maile Steimer** Jones Middle School
- **Laura Wright** Valdosta State University
- **Bob Craigmile** Columbia Theological Seminary
- **Ben Carter** Georgia Public Library Service
- **Jean Cook** University of West Georgia
- **Amy Barker** Kennesaw State University
- **Jeff Mortimore** Georgia Southern University
- **Shannon Gibson**, Chattahoochee Technical College

GDAC/GALILEO Design Process

- Review GALILEO Annual Survey
- Define GALILEO typical Users
- Develop draft personas
 - <https://about.galileo.usg.edu/personas>
- Develop “user stories” from personas



AGE 17

OCCUPATION Student

LOCATION Savannah, GA

"Would love to see more content out there, as it's difficult to find good full-access literature as a public high school student. Thanks!"

BIO

Christina is a 12th grader. She uses GALILEO for at home and school for research paper. She needs access to more full-text article for he projects. For that reason, she does not feel it meets her needs. However, she finds GALILEO to be a useful tool., but logging in is wasn't as easy as she would like.

TECHNOLOGY SKILLS

Low

High



SUPPORT PREFERENCE

☒ Email

☒ Chat

☐ Phone

☐ Documentation

☒ In-person

KEY ROADBLOCKS

- Time
- Cumbersome interface
- Authentication
- Insufficient content

KEY VALUES

- Simplicity
- Good/relevant search results

GALILEO EXPERIENCE

Little to none

GALILEO NEEDS

To be able to quickly find full-text resources to complete research paper.

GDAC/GALILEO Design Process

- Review GALILEO Annual Survey
- Define GALILEO typical Users
- Develop draft personas
 - <https://about.galileo.usg.edu/personas>
- Develop “user stories” from personas
- Provide ideas and inspiration
- Develop draft requirements from all information
- Provide ongoing feedback and recommendations

Plan for Improving Interface

- Feedback from the strategic planning process
- GALILEO Development Advisory Group (GDAC)
- Formal accessibility testing and recommendations



Center for Inclusive Design and Innovation

COLLEGE OF DESIGN

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We Are Contributing to an Inclusive World

Plan for Improving Interface

- Feedback from the strategic planning process
- GALILEO Development Advisory Group (GDAC)
- Formal accessibility testing and recommendations
- Iterative process (feedback, testing, and design)

Applications Under Redesign

- GALILEO Portal Phase 1: Search Page
 - Login
 - Database search functionality
 - Look and feel
 - Responsive design
 - Accessibility

Demo Time!

Applications Under Redesign

- GALILEO Portal Phase 1: Search Page
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- GALILEO Admin (DOOR/GLRI)

Admin Module

GALILEO Admin

Institutions

Resources

New

Resources

Search

Sort

Name (a-z)

Vendor

Select an Option

GLRI Institution

Valdosta State University (val1) ✕

Active

Active

GLRI State

GLRI

OpenAthens State

Either

Displaying items 1-25 of 73 in total

Code	Name ⓘ	Active?	GLRI?	OpenAthens?	
acmj-val1	ACM Digital Library (Association for Computing Machinery)	✓	✓	✓	Edit Copy
agai-val1	Against the Grain	✓	✓	✕	Edit Copy

g1 sav1 sen1

argla | GALILEO

Applications Under Redesign

- GALILEO Portal Phase 1: Search Page
 - Login
 - Database search functionality
 - Look and feel
 - Responsive design
 - Accessibility
- GALILEO Admin (DOOR/GLRI)
- Code that underlies both
- GALILEO Portal Phase 2: Search Results

Portal Scope: Phase 2

- Take full advantage of OpenAthens
- Implement new features identified in Phase 1
 - Create our own interface? Or use EDS?
 - Integrate other API sources (DLG, ALG, NGE, DPLA, GHNP) into results?
 - More customization based on attributes?
 - Allow users to customize?

cats


















[Catalog Advanced Search](#)

All results

Looking for more?

- [View all Catalog results](#)
- [Request from Libraries Worldwide \(139,648+\)](#)
- [Recommend a Purchase](#)

Format

-  [Articles & Full Text \(3,941,595\)](#)
-  [Books \(25,827\)](#)
-  [Computer Files \(16\)](#)
-  [Databases \(5\)](#)
-  [Digital Collections \(87\)](#)
-  [Images \(2\)](#)
-  [Journals/Periodicals \(958\)](#)
-  [Manuscripts / Archives \(26\)](#)
-  [Maps \(26\)](#)
-  [Miscellaneous \(1\)](#)
-  [Musical Recordings \(1,523\)](#)
-  [Musical Scores \(310\)](#)
-  [Newspaper Articles \(8,127,957\)](#)
-  [Non-musical Recordings \(47\)](#)
-  [Theses \(190\)](#)
-  [Videos \(311\)](#)
-  [Websites \(2\)](#)

TOP RESULTS [↓ Journals/Periodicals](#) [↓ Articles & Full Text](#) [↓ Musical Recordings](#) [↓ Books](#) [↓ Digital Collections](#) Journals/Periodicals**Cats**

c1996-
Peoria, Ill. : PJS Publications, Inc., c1996-

Cats magazine

[Daytona Beach, FL, etc., Cats magazine]

C.A.T.S. research news

Chicago Area Transportation Study.
[Chicago] Chicago Area Transportation study.
✓ Library Annex HE372.C4 C11

[View 958 Journals/Periodicals from Catalog »](#)
or use [advanced search](#)

 Musical Recordings**The Cats**

Flanagan, Tommy. — c1983
Berkeley, CA : Fantasy, Inc., c1983.

✓ **Online**

Cats

Lloyd Webber, Andrew, 1948- composer — pc1983
New York, NY : Polydor/Really Useful Records, pc1983.
✓ Music Library A/V (Non-Circulating) CD 17684

 Articles & Full Text**Cats**

Galat, J — 2017
✓ Full text book

CATS

2018
A Dictionary of Finance and Banking.
✓ Full text reference

cats

2018
The Oxford Dictionary of Late Antiquity.
✓ Full text reference

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 Books**Cats**

Palmer, Joan. — 1983
Poole, Dorset : Blandford Press ; New York : Distributed in the U.S. by Sterling Pub., 1983.
✓ Veterinary Library (Schurman Hall) SF442 .P17 1983

Cats : a literary anthology

Go Live Dates

- Phase 1: July 21, 2020
 - “About” GALILEO
 - GALILEO Admin Module
 - GALILEO Portal search page
- Phase 2: Summer 2021....and iteratively

Thank You!

Questions? Comments?