

Imagine.  
Discover.  
Explore.



GALILEO Annual Conference  
6/14/2023

# Where We Began....



**BHAG**  
in higher for information as public utility  
statewide every resident  
"first-class" educational  
any language & disability  
quality & reliable  
end goal - every resident of GA  
has access to world-class  
information 24/7 anywhere  
to get  
Focus on getting beyond the library

**BHAG**  
- One seamless path to place  
learning path. MyGalileo  
- Support & recognition of the  
vision by Board Assembly  
- line item budget  
- include \$ support  
- 75% of state are aware  
& SPA using GALILEO

## **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.

<https://about.galileo.usg.edu/about/mission>

# 5 High-Level Strategic Goals

## 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.*

## 2. E-Resources/Content

*Provide a robust set of electronic resources (open and licensed) that meet the lifelong learning needs of all Georgians, leveraging local and statewide purchasing power.*

## 3. Awareness/Marketing

*Raise awareness of GALILEO throughout the state of Georgia, aiming for every Georgian to understand what GALILEO is, its value, and how to access it.*

## 4. Training

*Provide comprehensive professional development services, resources, and training to increase usage, build knowledge, improve engagement with GALILEO, and improve teaching and learning.*

## 5. Partner Tools

*Develop an evolving suite of tools and services to help stakeholders make better use of GALILEO*

**Objective 1 (Underway in FY18)**

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 (“start with something; build from there”)
- Establish a development philosophy that builds on national and international standards
  - Mobile first
  - Open
  - Follow trends and copy the best
- Make room for new projects by reprioritizing, automating, and stopping work that is no longer useful
- 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)

**Objective 2 (Underway in FY18)**

Make authentication as easy as possible

- Review current industry standards and best practices
- Determine user needs via UCD process (see Objective 1)
- Determine best approach to linking multiple roles (USG student, public library patron, TCSG student) to one GALILEO account
- Work with vendors to make transitions as straightforward as possible
- Identify clear goals for improving authentication for FY19 and moving forward

**Objective 3 (Underway in FY18)**

Implement recommendations from the UCD process to improve the GALILEO user experience/interface(s)

- Determine “low-hanging fruit” and make easy changes immediately

# Strategic Planning Process

- 3 – 5 Year Plan
- Year 1 started July 2017; Currently finishing Year 6
- Delayed updating due to USG ILS RFP (and COVID!)
  - Decision on USG ILS made (EBSCO-supported FOLIO + ReShare)
  - 2 year migration will impact USG-specific plans
  - May have some impact on other GALILEO stakeholders
- Ready to started wider planning now!

# We Need Your Feedback!

- What's gone especially well?
- What could have gone better?
- What new or different things should we be doing?
- What trends or technologies might impact these goals?



# 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 GALILEO Research Portal
- Redesigned GALILEO Admin Portal
- Streamlined authentication (OpenAthens)
- Developed new UCD-based development process
- Improved DLG (IIF implementation; full-text search; improve video delivery)
- Improved Civil Rights Digital Library
- Created GALILEO Development Advisory Committee
- Ensured accessibility
- ....while maintaining everything else!





# Goal 2: E-Resources/Content

*“Provide a robust set of electronic resources (open and licensed) that meet the lifelong learning needs of all Georgians, leveraging local and statewide purchasing power.”*

- Hired John Stephens (May 2017)
- Implement new statistics/reports
- Set up e-resources advisory committees for GALILEO
- Portfolio reviews (ongoing)
- Implemented ERM tool (Consortia Manager)
- Expanded E-Journal opt-in licensing
- DLG (subgranting program; newspaper digitization partnerships)
- Open Access Committee
- Accessibility Committee
- New Open Access transformative agreement (ACS)
- New Open Access content (UMich Press)
- Lots of new vendor content



# New E-Resources Content

- Ethnic Diversity Source
- LearningExpress Library (for Higher Ed and K12)
- Masterfile Complete (we currently subscribe to Masterfile Elite)
- MAS Complete (we currently subscribe to MAS Ultra)
- Science Reference Center
- Points of View Reference Center
- PrepStep for High Schools (for K12)
- Syndetics (for USG)

# Goal 3: Awareness/Marketing

*“Raise awareness of GALILEO throughout the state of Georgia, aiming for every Georgian to understand what GALILEO is, its value, and how to access it.”*

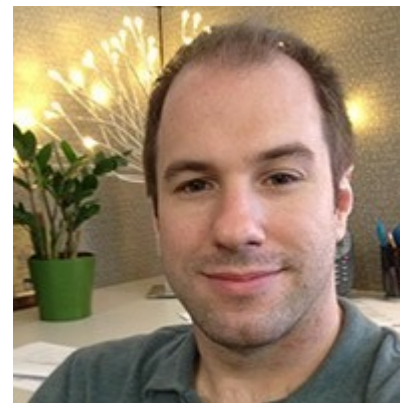
- Hired Joy Woodson (February 2019)
- Marketing plans and surveys
- Redesigned “About GALILEO” site
- Redesigned Marketing Toolkit
- ROI evaluation and infographic
- Increase user engagement (focus on K-12)
- Increased social media presence
- GPB spots
- Conferences!
- GAIL (GALILEO Ambassadors and Influencers in Libraries)
- Ambassador Award



# Goal 4: Training

*“Provide comprehensive professional development services, resources, and training to increase usage, build knowledge, improve engagement with GALILEO, and improve teaching and learning.”*

- Training plan(s)
- OpenAthens training
- GALILEO Portal training
- GALILEO Admin training
- Vendor training (content, platforms)
- GSU grad student info/data literacy content
- Updated FAQs, online help, videos



# Goal 5: Partner Tools and Services

*“Develop an evolving suite of tools and services to help stakeholders make better use of GALILEO”*

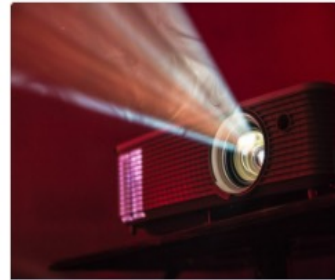
- Philosophy of “open”
- Robust, connected community of partner representatives
- Online tools and services (<https://about.GALILEO.usg.edu>)
- Statistics



# TOOLS & TRAINING



MARKETING TOOLKIT



PRESENTATIONS & MATERIALS



STATISTICS



TRAINING

## ABOUT

- The Initiative
- Mission
- History
- Participating Institutions
- GALILEO Staff
- Data & Statistics
- Employment

## PROGRAMS

- GALILEO Search
- Affordable Learning Georgia
- Digital Library of Georgia
- GALILEO Interconnected Libraries

## GOVERNANCE

- Overview
- RACL
- GALSTEER
- Subcommittees
- Policies

## COMMUNITY

- News
- Calendar
- Subscribe
- Scrapbook

## TOOLS & TRAINING

### REDESIGN RELEASE NOTES

## STAY CONNECTED



© Copyright 2021 GALILEO • Privacy Policy  
University System of Georgia

# Usage Data

## USAGE STATISTICS REPORTING TOOL

The GALILEO Usage Statistics Reporting Tool acts in connection with our central repository of usage statistics in order to allow users to create usage reports for specific institutions or groups of institutions, specific databases or groups of databases, and specific data elements, over specific periods of time.

[Visit Now](#)

## ANNUAL REPORTS

Provides links, searches, and full-text statistics by institution for all available vendor databases.

[AMPALS](#)

[GPALS](#)

[Public Libraries](#)

[Private K12](#)

[K12](#)

[Technical Colleges](#)

[USG](#)

- [FY 2021 GALILEO Database Usage](#)
- [FY 2020 GALILEO Database Usage](#)
- [FY 2019 GALILEO Database Usage](#)
- [FY 2018 GALILEO Database Usage](#)
- [FY 2017 GALILEO Database Usage](#)
- [FY 2016 GALILEO Database Usage](#)

# GALILEO SUPPORT

**System Status:** There are no system status announcements at this time. ×

## SEARCH SUPPORT



## BROWSE QUESTIONS BY CATEGORY

- All Questions
- GLRI (GALILEO Local Resources Integration)
- Discover GALILEO
- Find It
- Passwords
- Searching & Citing
- Support for Librarians
- Technical & Access Problems
- GALILEO Admin
- GALILEO Statistics

## MOST ASKED QUESTIONS

- How do I get a GALILEO password?
- How can I change the featured resources within the "In the Spotlight" area?
- What do each of the fields in a GLRI record do?
- What is a GALILEO Express Link?
- How do I manage my institution's GLRI branding in GALILEO Admin?

## Need Research Help?

Staff at your library can help you identify the most useful databases, formulate an effective search strategy, and locate more resources on your topic.

## DIDN'T ANSWER YOUR QUESTION? CONTACT US.

### FOR TECHNICAL ISSUES

#### Support Questions

For technical questions or issues related to GALILEO access to GALILEO support.

### FOR OTHER ISSUES

#### General Questions/Concerns

For general questions or comments to GALILEO staff.



# Goal 5: Partner Tools and Services

*“Develop an evolving suite of tools and services to help stakeholders make better use of GALILEO”*

- Philosophy of “open”
- Robust, connected community of partner representatives
- Online tools and services (<https://about.GALILEO.usg.edu>)
- Statistics
- OpenAthens
- GALILEO Admin Module



# We Need Your Feedback!

- What's gone especially well?
- What could have gone better?
- What new or different things should we be doing?
- What trends or technologies might impact these goals?





**Thank You!!!**



**GALILEO**<sup>®</sup>

Georgia's Virtual Library