Measuring GALILEO's Performance: 2022 GALILEO User Survey Report

January 2023

Executive Summary

The GALILEO user survey is conducted annually to ascertain user satisfaction and online research habits of the GALILEO community. Annual surveys have been conducted since 1996, one year after GALILEO went online. The survey has been available only in an online format since the start. The 2022 survey was conducted Nov. 3 – 30, 2022.

The survey included:
- Ten statements rated by the respondent on GALILEO performance and value
- Five K-12 student-focused questions, including one asking students what they like about GALILEO
- One question asking respondents to rank improvements and features to GALILEO
- Questions regarding the bento box feature, including satisfaction and preference compared to classic GALILEO
- A question on how users connect with GALILEO via social media
- A question on which GALILEO communication channels respondents use
- A question on how users access GALILEO, whether via desktop/laptop, tablet, or mobile device
- Demographic questions about user and institution types, usage frequency, where the respondent learned about GALILEO, and where the respondent is at the time of completing the survey
- Two open-ended questions asking for additional feedback on the bento box feature and general GALILEO comments

Most respondents continue to indicate they are satisfied (strongly agree or agree) with GALILEO, Georgia's virtual library. This is despite a downward trend for the GALILEO value score (88.7%). This year, however, a true satisfaction score cannot be determined due to an unusual amount of spam responses (see methodology below). This year's score was derived after deleting more than 3,500 responses – some of this were legitimate responses, but more were spam.

Students polled continue to show the there is value to using GALILEO at the elementary, middle, and high school levels. Most were prompted to use the service by a teacher or librarian, but most indicated they did not need a parent or teacher's help to use it. English and social studies continue to dominate as the subjects that students use GALILEO for.

The individual comments continue to focus on the want for simpler user interface and more content. However, comments plus survey question responses were split on the value of the bento box feature. Most users have tried the feature now that it is the default. Last year, most survey respondents had not tried the bento box functionality

Some respondents like the new bento design, while others wish for classic GALILEO. Both are still options for users. In this year's GALILEO redevelopment release in December 2022, however, substantial improvements (including adding filtering to bento boxes) were added, and it is expected to further increase the overall appeal of the feature.

In 2023, we will continue to reassess any critical needs for GALILEO improvement and usability based, in part, on user feedback, input from the GALILEO Development Advisory Committee, and usage statistics.

Methodology and Survey Limitations

GALILEO users were invited to participate in the survey through visiting the GALILEO website and through direct and secondary communications, i.e., retweets and other communication from the libraries to their patrons. Communication channels to promote the survey included the GALILEO Listserv, password contacts, social media, and the GALILEO news feed.

The total surveys submitted was 5,157, up roughly more than 33 percent, however most of this was spam. After removing unusable entries (largely spam and duplicates), 1,488 surveys were analyzed. This is down nearly 46.5 percent over the previous year. This year, the Board of Regents changed the survey platform to Zoho. The new platform's Captcha was vulnerable to spam, creating thousands of unusable entries. To slow the tide of unusable entries, we added a password to the survey on Nov. 17. This also slowed the number of legitimate survey responses, resulting in fewer responses than the year before.

Unfortunately, the new survey platform also did not allow the combination of response filters, nor did it allow for geolocation of responses. There was no way to isolate respondents based on their location.

In the end we deleted all responses where no state was indicated (after looking at more than 2000 of those responses, it was determined that only a few were not spam), all responses that mentioned "America" as a state, all responses that indicated zip codes starting with numbers outside of Georgia, and all responses where a state was indicated as starting with any letter besides G (for Georgia).

Due to Zoho Survey's limitations, the deletion of some legitimate responses could not be avoided.

Data analysis was completed using tools in the Zoho and Excel.

Demographics

Survey questions asked users to identify themselves by their user type (e.g., undergraduate student, faculty, or public library user) and by their institution type (e.g., state college or university, technical college, or public K-12 school).
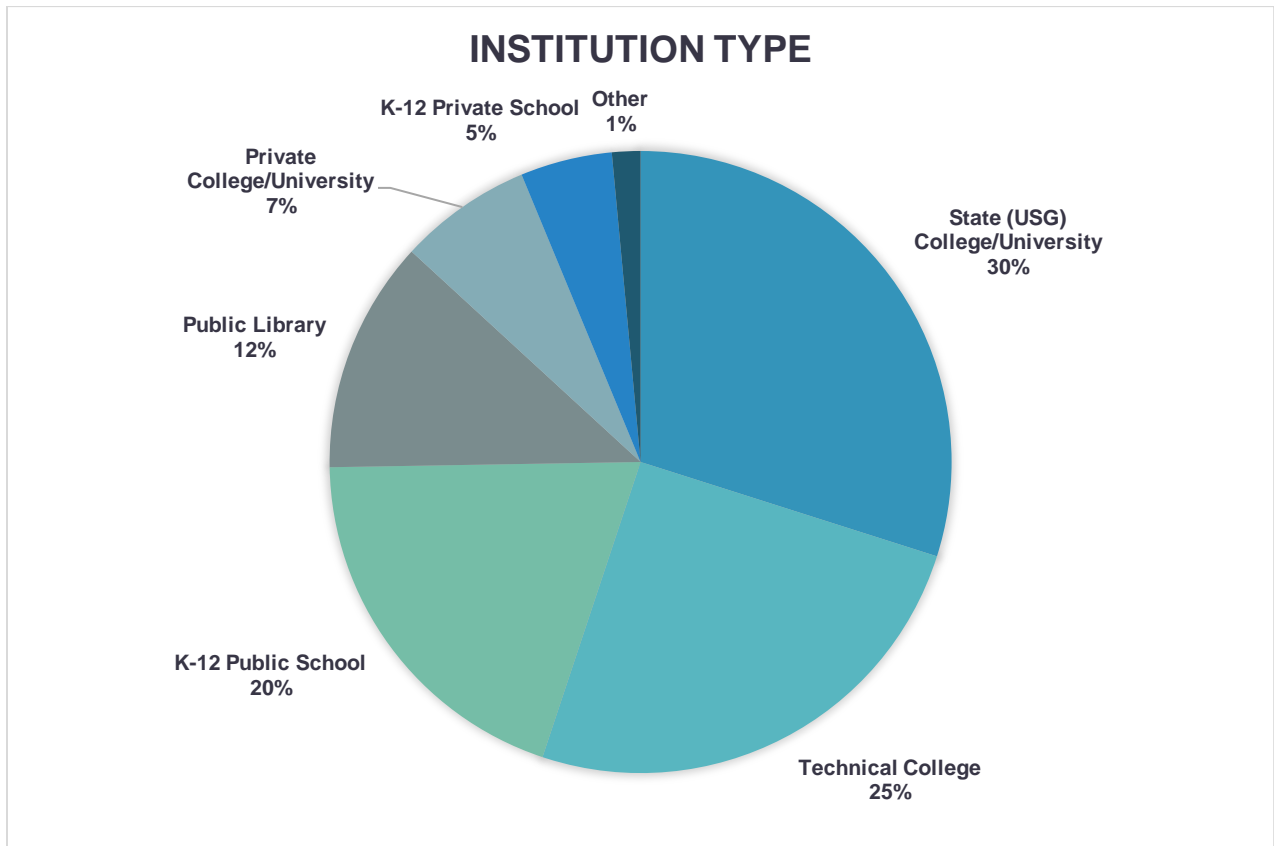
User Types
A total of 1,488 respondents completed the user demographic information. Of those respondents, 164 (11%) were librarians, library staff, or media specialists, and 1,324 (89%) were end users (students, faculty or teachers, public library users, or users who identified themselves as "other").

Undergraduate students from four-year colleges led respondents, with 385 responses or 25.9%. This was followed by K-12 students, which had 275 responses or 18.5%, and two-year college students, which had 206 responses or 13.8%.
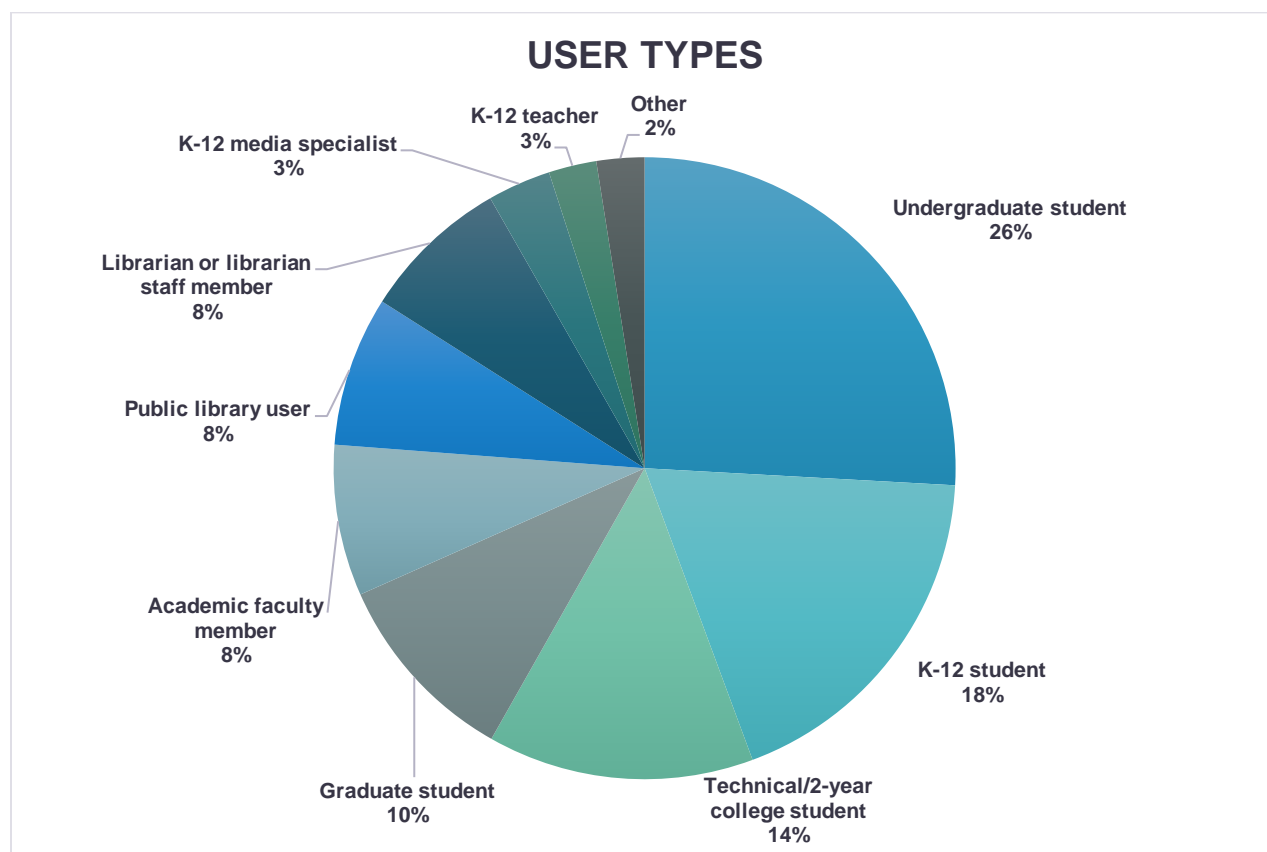
Institution Types

Of the 1,488 respondents, the highest percentage of responses came from University System of Georgia institutions at 29.9% (445). Technical colleges followed with 25.2% (375) of respondents. K-12 public school had the third-highest response rate at 19.6%, or 292 respondents.

INSTITUTION TYPE

- Other 1%
- K-12 Private School 5%
- Private College/University 7%
- Public Library 12%
- K-12 Public School 20%
- Technical College 25%
- State (USG) College/University 30%

Location

The highest percentage of respondents (40.4% or 599) reported they were at college or a university while taking the survey. Those located at an elementary, middle, or high school was the second highest at 22.7%, or 336 people. Home or work followed in the No. 3 spot with 22.4% of respondents, or 332. Public library responses were at the bottom, with 13% of respondents, or 193.
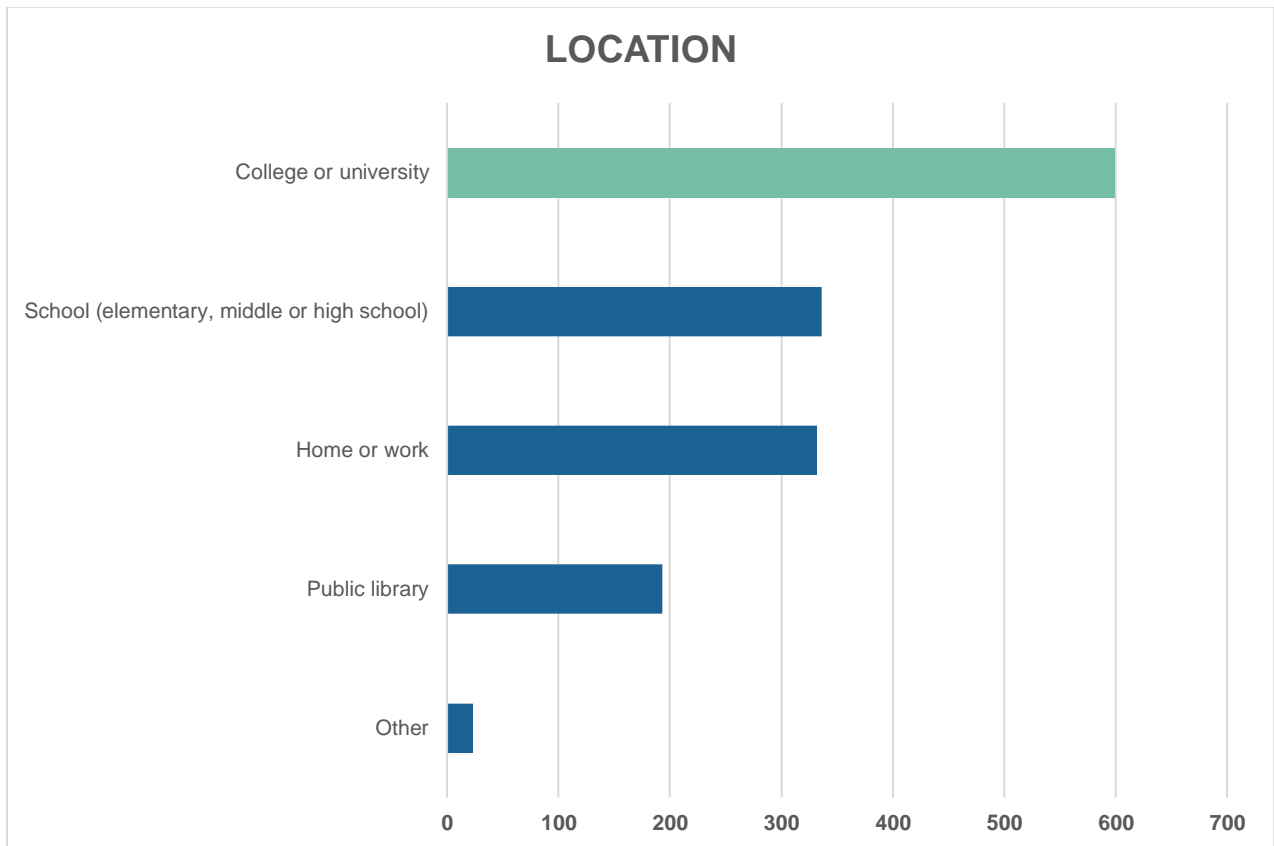
Additional User Information

The survey also asked respondents how often they use GALILEO and how they learned of GALILEO. Most respondents said they access GALILEO occasionally (37.7%) or weekly (23.6%). This year, most respondents heard of GALILEO from a teacher (31.7%). Longtime users were No. 2, with 23.6% of respondents.

HOW OFTEN DO YOU USE GALILEO?
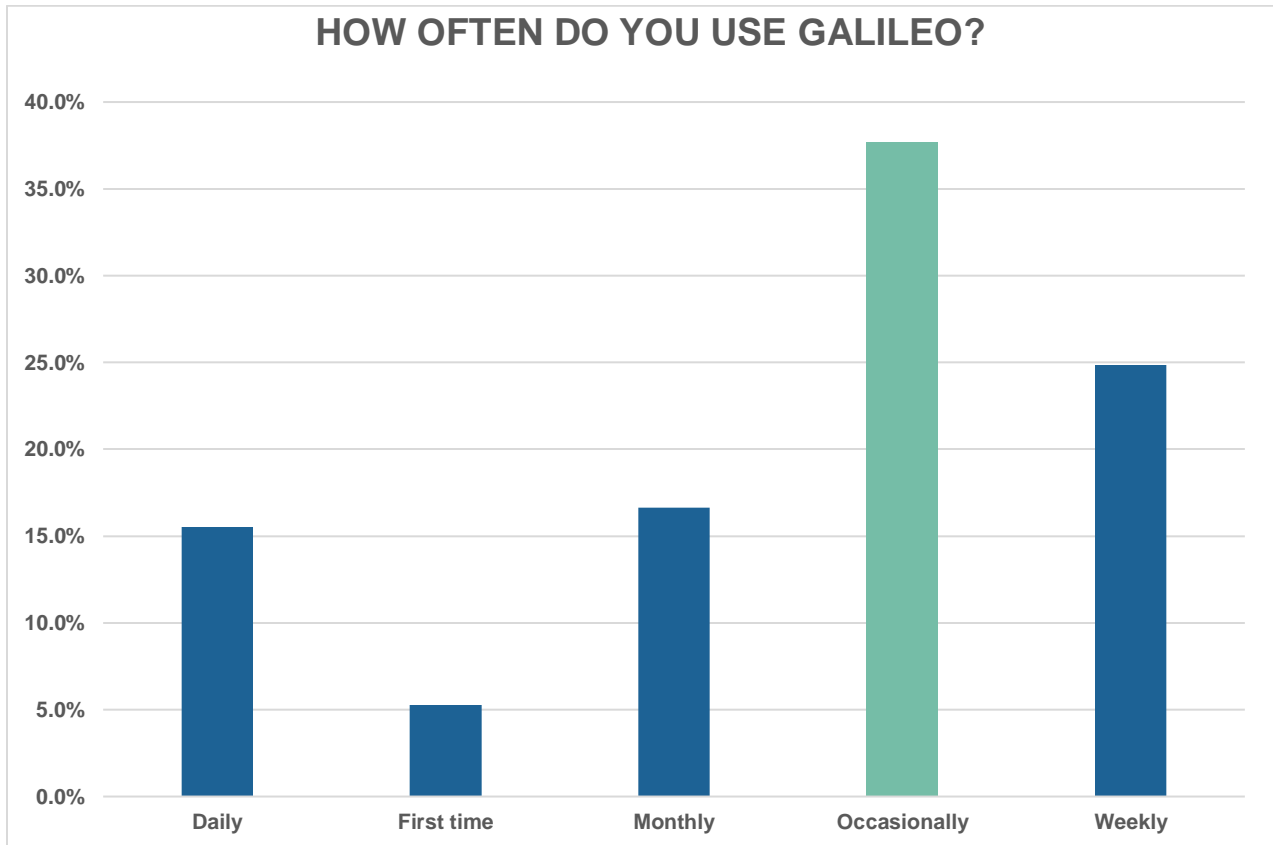
About the Data

Rating Performance and Value

Every year, the survey includes statements designed to measure satisfaction with GALILEO using a Likert scale. Satisfaction (strongly agree and agree combined) was 88.7%. This is compared to 90.4% in the previous year. The drop can be partially attributed to the data challenges brought by the new Zoho platform. The deletion of some legitimate responses could not be helped due to Zoho's limitations. "Additionally, the GALILEO redesign and transition to the new bento interface may be negatively impacting some scores in the short term, as longtime users adjust to the changes.

GALILEO as a VALUABLE RESOURCE
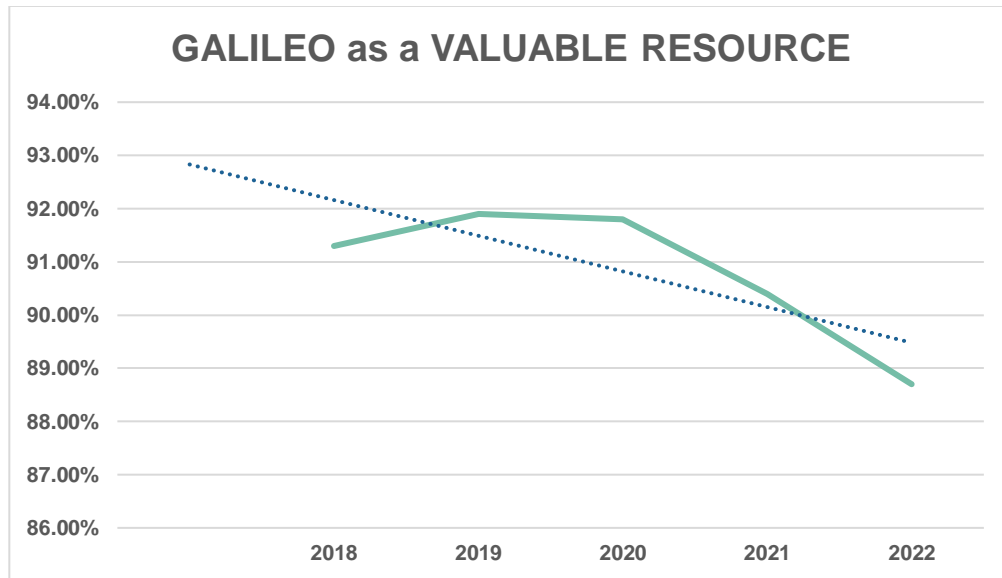
Satisfaction Likert Scale (Likert Chart A) – All Survey Respondents (highest percentages shaded darker)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Sure	Total
I find it easy to use GALILEO	42.29 % 625	42.56 % 629	10.01 % 148	2.50 % 37	1.62 % 24	1.01 % 15	1,478
Using GALILEO saves me time	43.98 % 643	36.66 % 536	12.45% 182	3.97 % 58	1.57 % 23	1.37 % 20	1,462
I think GALILEO is a valuable service	59.6 % 872	29.05 % 425	7.66 % 112	.89 % 13	1.98 % 29	.82 % 12	1,463
Logging into GALILEO is easy	48.47 % 712	33.49 % 492	11.10 % 163	3.34 % 49	2.04 % 30	1.57 % 23	1,469
Response time is acceptable	44.45 % 653	36.01 % 529	13.68 % 201	1.70 % 25	0.14 % 2	4.02 % 59	1,469
GALILEO meets my information needs	43.50 % 639	39.41 % 579	11.78 % 173	3.13 % 46	1.50% 22	.68 % 10	1,469
I would recommend GALILEO to a friend	51.73% 761	33.11 % 487	9.86 % 145	2.65 % 39	1.02 % 15	1.63 % 45	1,471
I learn something by using GALILEO	52.96 % 778	32.88 % 483	8.65 % 127	1.97 % 29	1.97 % 29	1.57 % 23	1,469
I am confident about using what I learned from GALILEO	54.25 % 797	32.88 % 483	8.92 % 131	1.57 % 23	0.34 % 5	2.04 % 30	1,469
I am likely to apply what I have learned	51.53 % 758	34.47 % 507	9.86 % 145	1.84 % 27	.68 % 10	1.63 % 24	1,471

User Feedback - Bento Boxes

In 2021, GALILEO released its bento box functionality. The survey asked several questions to determine the usage and satisfaction with the feature. Of the 1,203 people who answered whether they had used the feature, 56.6% said yes, and 43.4% said no. See additional data in charts below.

Likert Chart B: Satisfaction with the bento box feature (n = 807, only those who indicated they had used the feature were asked to rank their satisfaction)

Bento Rating	Ranking
Very Dissatisfied	1.24%
Dissatisfied	3.59%
Neutral	12.52%
Satisfied	41.14%
Very Satisfied	41.51%

Preference Chart A: Preference of sorting capability, bento vs classic (n = 1,204)

| Sorting Preference	Ratio
Classic Search	50.83%
New Bento Search	26.08%
No Preference	23.09%

We also asked respondents what features, in general, users wanted GALILEO to improve. As in previous years, providing more content and full-text options ranked No. 1

K-12 Targeted Questions

For the second year, the survey asked questions of students in kindergarten - 12th grade who filled out the survey (n=275). Unlike past years, student responses were diverted away from main survey content not generally applicable to children or more complex.

Students were asked whether they have used GALILEO, what subjects they have used GALILEO for, whether they needed a parent's or teacher's help, what their favorite resource was, and what they liked about GALILEO. They were also asked about the bento box feature and provided an image, and then allowed to answer where they liked it.

Of 274 responses, 94.5% (259) said they had used GALILEO for homework or a school project. The top subjects that students said they used GALILEO for are: English (74.3%), social studies (43%), and other (15.8%, most science and advanced placement courses). Most students (65.3%) said they did not need anyone's help using GALILEO. For bento box functionality, most students said they had used the feature. Previously, most students polled had not used the feature.
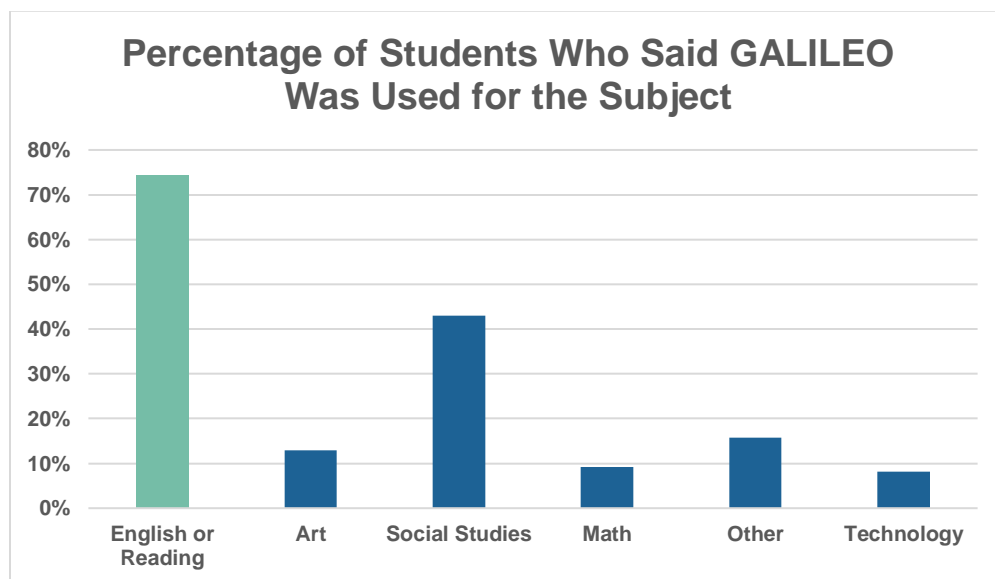
K-12 Open-Ended Comments

K-12 students were asked what the liked about GALILEO. Below are some of their responses (n=261).

1. It has made researching for my AP Capstone class projects easier.

2. It's been easier to search for materials I may need for a class or if I have my own interests to search up.

3. I enjoy the amount of research papers I can use as evidence for my essays.

4. It's easy to use and is great at finding what I want to find.

5. The interface is easy to navigate, and the sources are reliable.

Text Analysis: Individual Comments

Each response also was analyzed individually. Select comments are included below. In the interest of transparency, both positive and negative comments are included.

1. So grateful for the service. Thanks. (public library patron)

2. As much as I appreciate the push to encourage people to have library cards to sign in, as I myself work in a library, I think it really limits who can use the system. Some people are unable to get library cards or have a hard time accessing their account online. I strongly believe that the original GALILEO password log in made the system more accessible to all Georgians. (public library patron)

3. I have enjoyed using GALILEO for a long time and I have nothing I would like to change to the design. I've had an easy time navigating the layout. (librarian at public library)

4. I really like their new design. The old one seem kind of boring and outdated. (undergraduate student at a USG college)

5. Overall, I found the classic GALILEO search to be more intuitive. In my opinion, the issues regarding user experience in GALILEO is not so much with the classic search design, which appears similar to a Google search. Instead, the issue is with the search engine itself. The way GALILEO searches for text could be greatly improved, so that it acts more like a traditional web search engine. (undergraduate student at a USG college)

6. I wouldn't change anything. The new design works out better for the newer generation to get accustomed to the many possibilities Galileo has to offer. (two-year technical college student)

7. Galileo has saved me hours upon hours of researching. Typically, before I found Galileo, I would spend days just looking for reputable sources. (undergraduate student at a K-12 school)

8. I would love more content options for homeschool families. Thank you. (homeschool parent at a public library)

9. Everything is good love using it. It helps me find books much easier! (undergraduate student at a technical college)

10. Great design, I would like to see LexisNexis Law Library on GALILEO, and I would like to be able to scholars law review using GALILEO in the near future. (public library user)

Text Analysis: Addressing Concerns

GALILEO staff is always open to feedback. This year, we received several comments asking for features that are already there. We've added an updated GALILEO tour that highlights some of these. But if you're looking for more robust ways to search for databases or specific journals, check out the "All Databases" and "All Journals" links at the top right.

See below select comments from users and responses from our staff on updates or changes that impact the user concern.

ISSUE	UPDATE
Let's make it easier for off-site public library users to retrieve their system's quarterly password. If we can use library numbers and a person's name or other identifying information to validate credentials on Hoopla, Libby, and other third-party content providers, GALILEO can do the same. – User comment	GALILEO continues to work toward implementing single sign on authentication for all its libraries. Our content providers require that we take reasonable steps toward allowing only authorized users to access GALILEO content. It is also imperative that we protect user privacy and security. Our passwords, while easy to use, were often shared publicly or otherwise exploited, resulting in unauthorized use. We are currently working closely with the Georgia Public Library Service to ensure that public library patrons are aware that GALILEO access requires their PINES login credentials.
User request: A system for grouping articles into reading lists or personal folders	We received some fantastic ideas around personalization, including this one. We are keeping track of user ideas, as we hope to add many of these in the future. Here are some answers to questions around personalization: GALILEO now recognizes the last search method chosen (bento or classic) and apply that as the default in your next session; there is currently a vendor-based account where users can maintain access to articles in personal folders (learn more); and in summer of 2023, GALILEO will implement the new EBSCO databases platform and the new EBSCO Discovery Service. Both make it much easier to access and use folders and other personalization features.
Bento is useless. My students can't make use of results grouped by container. Relevance is best. Also, there needs to be a "Refine Results" option on the back end of search results. I teach them to stay away from Bento. – user comment	GALILEO worked to develop solutions to improve bento results, and those improvements were released in December 2022 including bento facets and filtering and standalone bento pages. The new filtering function allows users to sort results in any bento box by relevance, date, publication, subject, Lexile range, publisher, language, geography, and database. The new standalone bentos allow better navigation in a single bento results page, facets and filtering within the standalone bento, and an easier way to redo your search or move to the classic search.
One thing I find some trouble with is when I have been timed out by GALILEO, and I need to log-in again. If I am reading a source, and this happens, the log-in takes me back to the homepage, and I lose the source I was looking at.	Content provider platforms time out due to inactivity to protect user privacy. GALILEO has worked with its content providers to raise the timeout threshold to its maximum. This is generally three hours; however, it may be less depending on local settings. Our content providers are also aware of this issue and are working toward making it easier for users to re-authenticate without losing their place. Generally speaking, GALILEO authentication sessions last for eight hours prior to prompting the user to authenticate again, however, this may be impacted by browser settings or by closing the browser.

The Survey

Introduce Yourself

1. Today, I am using GALILEO as

- Academic faculty
- Graduate student
- K-12 media specialist
- K-12 student
- K-12 teacher
- Librarian and library staff member
- Public library user
- Technical college/2-year college student
- Undergraduate student
- Other Please enter an 'other' value for this selection.

GALILEO Value

Please indicate your opinion about GALILEO.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I find it easy to use GALILEO.	❏	❏	❏	❏	❏
Using GALILEO databases saves me time.	❏	❏	❏	❏	❏
I think GALILEO is a valuable service.	❏	❏	❏	❏	❏
Logging in to GALILEO is easy.	❏	❏	❏	❏	❏
I think GALILEO response time is acceptable.	❏	❏	❏	❏	❏
GALILEO meets my information needs	❏	❏	❏	❏	❏
I would recommend GALILEO to a friend.	❏	❏	❏	❏	❏
I learn something by using GALILEO	❏	❏	❏	❏	❏
I am confident about using what I have learned from GALILEO.	❏	❏	❏	❏	❏
I am likely to apply what I have learned from GALILEO.	❏	❏	❏	❏	❏

3. GALILEO is always changing to meet needs. Please rank the following items in order of what you think would most improve GALILEO. (1 = would improve GALILEO the most)

_____More content/full text

_____Simpler interface and navigation

_____Better searchability

_____Easier login process

_____Improved functionality

_____Improved help information

GALILEO Redesign

4. In 2021, GALILEO released its latest redesign, which included a bento box result sorting functionality. Have you used it? (See picture below or view this short intro video.)

☐ Yes
☐ No

5. Please rank your satisfaction with the bento box feature. (Likert scale question from very dissatisfied to very satisfied)

6. Which do you prefer?
☐ Classic GALILEO
☐ New Bento Feature
☐ No preference

7. Please describe anything you would add or change about GALILEO's design.

How You Use GALILEO

7. Today, I am using GALILEO at

- Public Library
- School (K-12)
- College or University
- Home or Work
- Other

8. What do you use to access GALILEO? Check all that apply.

- Mobile phone
- Tablet
- Desktop/laptop

9. How often do you use GALILEO?

- First time used
- Daily
- Weekly
- Monthly
- Occasionally

How You Learn About GALILEO

10. Where did you find out about GALILEO?

- 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
- From a newsletter or electronic mailing list
- Other

11. Which of the following GALILEO communication channels do you visit? Check all that apply.

- About GALILEO Website (about.galileo.usg.edu)
- GALILEO Quarterly Newsletter
- GALILEO Listserv (Available at listserv.uga.edu.)
- GALILEO News Feed (Available at galileo.usg.edu.)
- GALILEO Status Feed (https://about.galileo.usg.edu/system_status)
- None of the above

12. Which of the following GALILEO social media channels do you like or follow? Check all that apply.

- Twitter (@galileolibrary)
- Facebook (facebook.com/galileolibrary)
- GALILEO YouTube (https://www.youtube.com/c/GALILEOVirtualLibrary)

Tell Us About Your Library or School

13. Please indicate your primary institution affiliation.

- K-12 Public School
- K-12 Private School
- Public Library
- Technical College
- Private College/University
- State (USG) College/University
- Other

Additional Feedback

14. Do you have any additional feedback?

School Student-Specific Topics (Logic: If respondent picked "K-12 student" in first survey question)

1. Have you ever used GALILEO for a school project or homework?

- Yes
- No

2. Which school subject did you use GALILEO for?

- Math
- Social Studies
- Science
- Art (music, painting, theater, singing, etc.)
- English or Reading
- Technology
- Other

3. Did you need your teacher's or parent's help to use GALILEO?

- Yes
- No

4. What do you like about using GALILEO?

5. Take a look at the picture below. Have you used this new GALILEO feature called "bento boxes?"

☐ Yes
☐ No
☐ I don't know