

2025 GALILEO

Annual User Survey Report

Measuring GALILEO performance and perception

December 2025

Table of Contents

| | |
|--|-----------|
| Executive Summary | 3 |
| Key Takeaways..... | 3 |
| Survey Updates for 2025..... | 3 |
| Methodology..... | 3 |
| Respondent Profile | 3 |
| User Types | 3 |
| Location | 4 |
| Additional User Insights | 4 |
| Performance & Satisfaction | 4 |
| Highest Ratings..... | 4 |
| Notable Declines | 4 |
| Themes from Open-Ended Feedback..... | 5 |
| Strengths Users Highlighted | 5 |
| Common Improvement Requests | 5 |
| Staff Responses to Key Concerns..... | 5 |
| Next Steps for 2026 Survey and Improvements | 5 |
| Appendix 1: Survey Instrument..... | 7 |
| Appendix 2: Response Charts and Tables | 9 |
| Appendix 3: Staff Responses to Key Concerns (Full)..... | 13 |

Executive Summary

The 2025 GALILEO Annual User Survey was conducted November 1–17. It gathered feedback on user satisfaction, research habits, and overall platform value. This year’s survey was streamlined and shorter, reflecting a focus on core user experience metrics. A total of **661 valid responses** were analyzed.

Key Takeaways

- **High perceived value:** 93.6% of respondents agree GALILEO is a valuable service—the strongest score in eight years.
 - **Ease-of-use concerns:** Ease-of-use ratings declined nearly 6 percentage points.
 - **Learning tops usage reasons:** 90% use GALILEO for educational purposes
 - **Reduced participation:** Total responses declined by 34%, partially due to the removal of K–12–specific questions.
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Survey Updates for 2025

- Streamlined question set with fewer open-ended prompts.
 - Removal of K–12 questions targeting students.
 - Added questions on workplace library type and purpose of GALILEO use.
 - Removed one performance statement (response time) from the value section.
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Methodology

Participants were invited through GALILEO webpages, newsletters, listservs, and social media. After removing invalid responses, **661 surveys** were included in the final analysis. Data analysis was completed using Zoho, Excel, Power BI, and ChatGPT.

Respondent Profile

User Types

- **80% end users**, including undergraduate and graduate students, faculty, teachers, and public library users. (Chart 1)
- **20% library professionals**, consistent with previous years.
- **Undergraduates** formed the largest single group (46%).
- **K–12 student** participation saw a marked decline, as the redesigned survey did not include questions targeting this audience.

Location

Using ZIP code data, respondent clusters were primarily in **metro Atlanta, Augusta, Columbus, Macon, Savannah, and Tifton**. ZIP code **31793 (Tifton area)** had the highest response count. (Chart 2)

Additional User Insights

- **Library type (library staff only):** 77% public, 18% academic, 5% K–12. (Chart 3)
 - **Primary use:** 90% educational use, followed by professional and personal uses. (Table 1)
 - **Discovery method:** Most users learned about GALILEO from a teacher (38%) or a school/library website link (23%). (Chart 4)
 - **Frequency of use:** Most visit GALILEO occasionally (40%) or weekly (26%). This rate is on par with previous years. (Chart 5)
 - **Communication (library staff only):** The “About GALILEO” website and “no communication channel used” tied at 38%. Listserv engagement fell significantly. (Table 2)
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Performance & Satisfaction

Users responded to nine statements measuring satisfaction. While most metrics remain positive, **five declined** from last year. (Table 3)

Highest Ratings

1. **GALILEO is a valuable service – 93.6%** (highest in eight years)
2. **I learn something by using GALILEO – 89.7%**
3. **Confidence using what I learn – 88.3%**

Notable Declines

- **Ease of use – 80.7%** (down 5.9 percentage points)
- **Recommendation likelihood – 83.5%** (down 3.7 points)

Overall satisfaction remains strong, but ease-of-use and the ability to reduce research time are noted areas for improvement.

Themes from Open-Ended Feedback

Strengths Users Highlighted

- Reliable access to credible, top-notch academic sources
- Valuable for academic work, including research projects and teaching
- Extensive variety of content overall with a wide database coverage (e.g., JSTOR, ProQuest, Academic Search Complete)
- Helpful search tools, such as Bento layout and advanced searching
- Supportive staff and high-quality help services

Common Improvement Requests

- Better or more accurate search results
- More intuitive navigation / easier to use
- Simplified login and clearer access pathways (especially off-campus)
- Stronger tutorials, guides and training for users, especially high schoolers
- Better filtering, organization, and access to full text

Staff Responses to Key Concerns

1. Need for improved K–12 usability and onboarding

GALILEO is actively redesigning K–12 interfaces and updating tutorials. Schools experiencing access issues should contact GALILEO support.

2. Search relevance and spelling tolerance

EBSCO Discovery Service now includes natural-language search and AI relevance improvements. Users can also refine results through subject-specific databases.

3. Desire for more training opportunities

The new Training & Support Specialist, Jef Whatley, will expand webinars and training sessions, including K–12-focused options.

4. More resources for non-academic audiences

General-interest tools such as GALE LegalForms and Mango Languages are available via public libraries. Ebook Central and EBSCO ebooks offer hobby and technical content.

5. Accessibility and fuzzy-search challenges

GALILEO partners with Georgia Tech’s Center for Inclusive Design for regular accessibility reviews, and natural-language search should help typing/spelling issues.

See the full responses in Appendix 3.

Next Steps for 2026 Survey & Improvements

- Expanded K–12 interface upgrades
 - More integrated tutorials directly within GALILEO
 - Monthly training webinars
 - Continued search and accessibility enhancements
 - Strengthened public-facing engagement for non-academic users
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Appendix 1: Survey Instrument

Introduction

1. Today, I am using GALILEO as
 - Academic faculty
 - Graduate student
 - K-12 media specialist
 - 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.)
2. Please choose the library type that best identifies where you work.
 - Academic
 - Public Library
 - Grade School Library
 - Other

3. Please enter your ZIP code.

GALILEO Value and Design

4. Please indicate your opinion about GALILEO.

| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| I find it easy to use GALILEO. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Using GALILEO databases saves me time. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I think GALILEO is a valuable service. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Logging in to GALILEO is easy. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| GALILEO meets my information needs. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I would recommend GALILEO to a friend. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I learn something by using GALILEO | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I am confident about using what I have learned from GALILEO. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I am likely to apply what I have learned from GALILEO. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

GALILEO Use and Communication

5. How often do you use GALILEO?

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

6. 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

7. What do you use GALILEO for? (Library staff only)

- Educational use
- Personal use
- Professional use

8. Which of the following GALILEO communication channels do you visit? Check all that apply. (Library staff only)

- 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

Additional Feedback and Prize Information

9. Please use this space to give any feedback on GALILEO. This feedback could include any of the following topics.

- Thoughts on how GALILEO could improve our services
- Access challenges you've experienced
- Which databases are or are not helpful for you, your students or your patrons

- Staff members who have been particularly helpful
- Events you would like to see from GALILEO
- Anything else you want to tell us

10. May we attribute your quote (comment) to you?

11. Please check if you would like to be entered into the drawing:

- Yes
- No

12. Please enter your email address.

Appendix 2: Response Charts and Tables

Chart 1: Today I am using GALILEO as

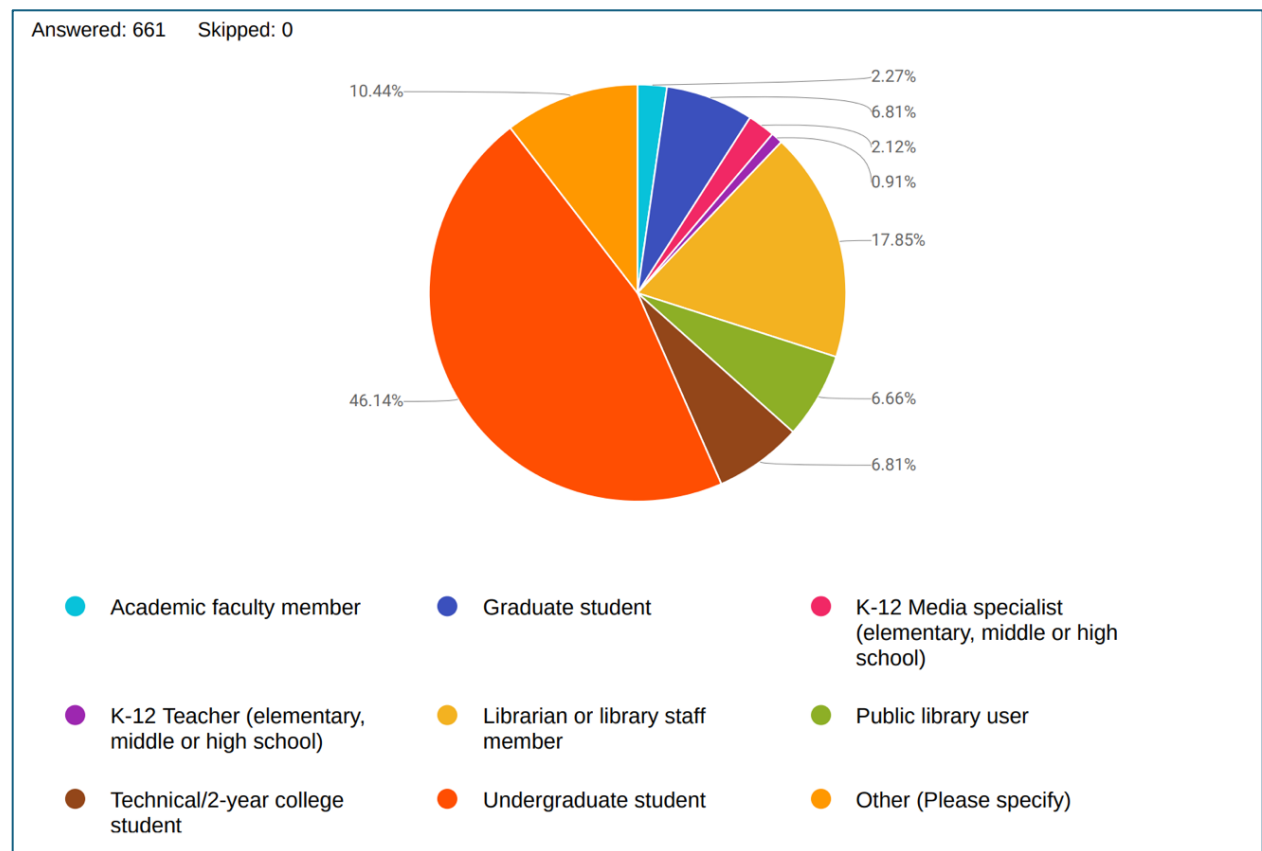


Chart 2: ZIP codes of respondents

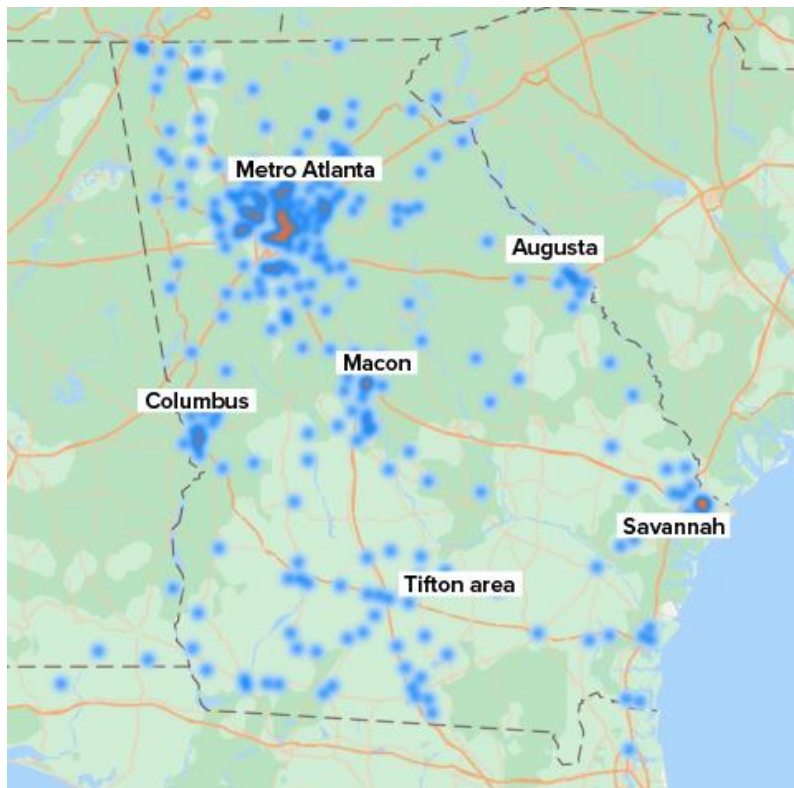


Chart 3: Please choose the library type that best identifies where you work.

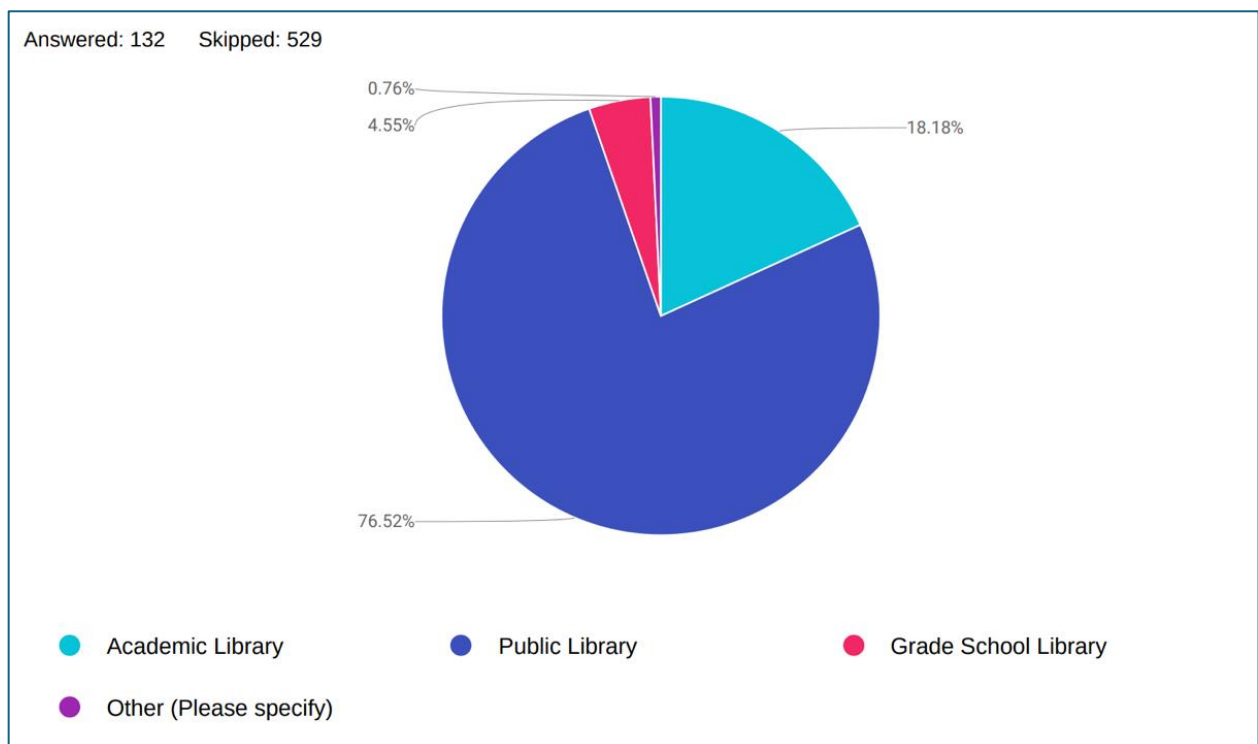


Table 1: What do you use GALILEO for?

| Choices | Response percent | Response count |
|------------------|------------------|----------------|
| Educational use | 90.07% | 544 |
| Personal use | 26.16% | 158 |
| Professional use | 27.48% | 166 |

Chart 4: Where did you find out about GALILEO?

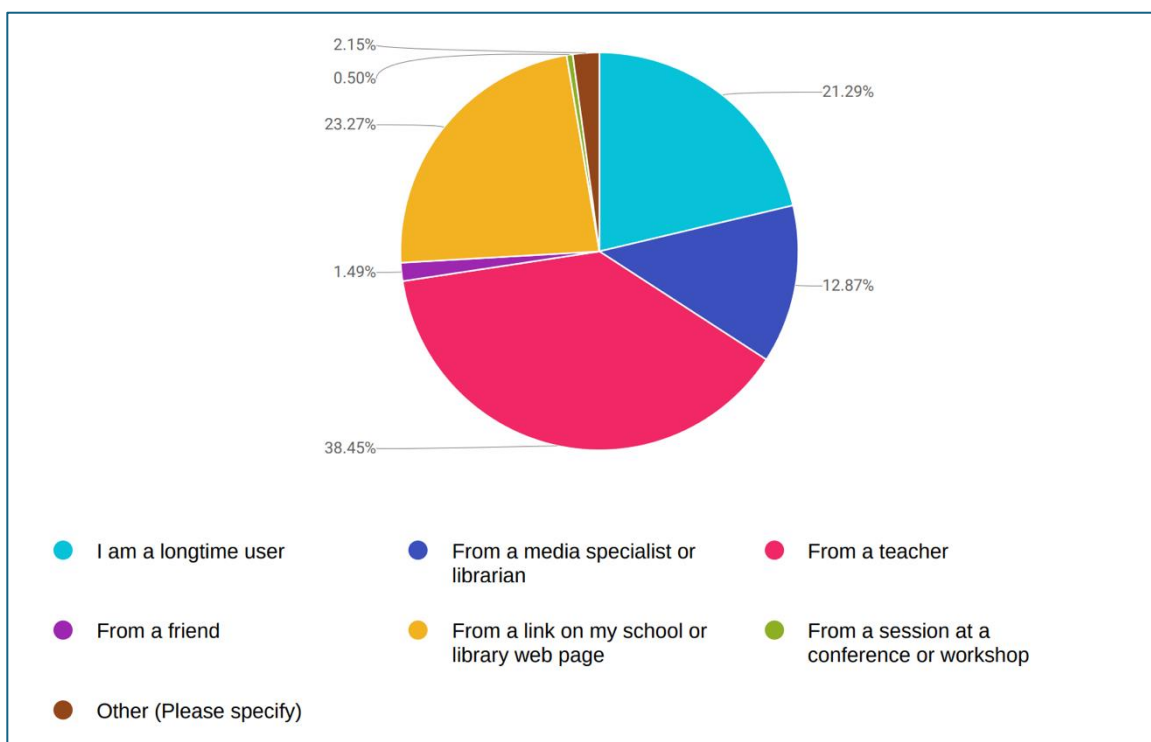


Chart 5: How often do you use GALILEO?

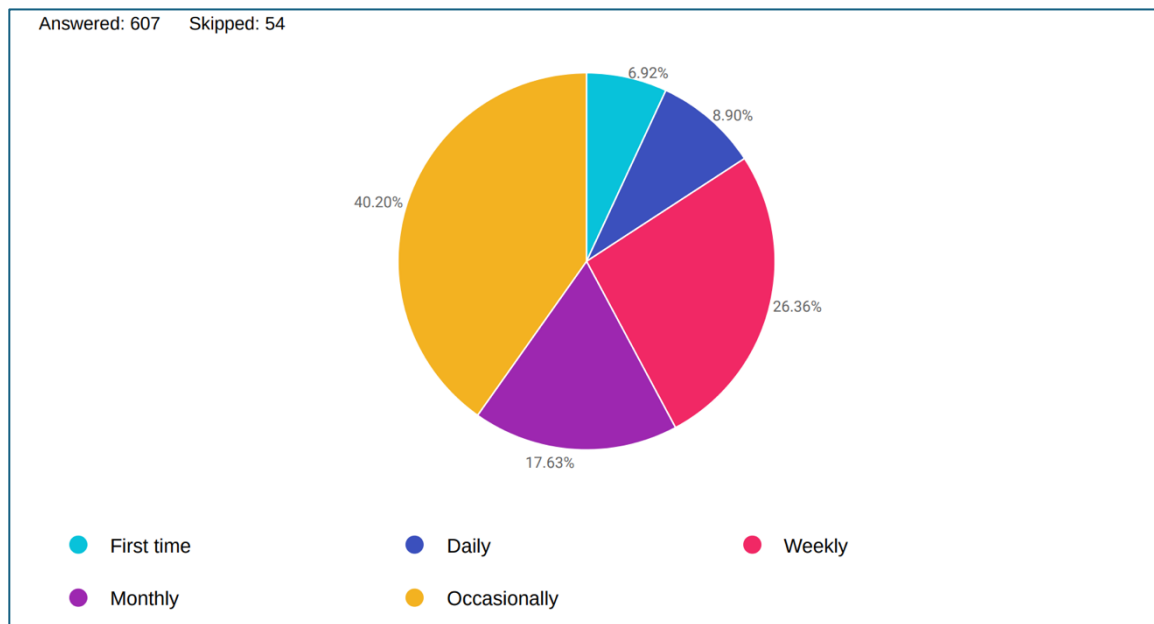


Table 2: Which of the following GALILEO communication channels do you visit?

| Choices | Response percent | Response count |
|---|------------------|----------------|
| About GALILEO Website (about.galileo.usg.edu) | 38.32% | 41 |
| GALILEO Quarterly Newsletter | 10.28% | 11 |
| GALILEO Listserv (Available at listserv.uga.edu .) | 25.23% | 27 |
| GALILEO News Feed (Available at galileo.usg.edu .) | 10.28% | 11 |
| GALILEO Status Feed (https://about.galileo.usg.edu) | 6.54% | 7 |
| None | 38.32% | 41 |

Table 3: Please indicate your opinion about GALILEO.

| Row | Strongly agree | Agree | Neutral | Disagree | Strongly disagree | Not sure | Response count |
|--|-----------------|-----------------|----------------|---------------|-------------------|---------------|----------------|
| I find it easy to use GALILEO. | 38.67% (239) | 42.07% (260) | 12.30% (76) | 4.21% (26) | 1.13% (7) | 1.62% (10) | 618 |
| Using GALILEO databases saves me time. | 38.99% (239) | 39.15% (240) | 14.68% (90) | 2.94% (18) | 2.61% (16) | 1.63% (10) | 613 |
| I think GALILEO is a valuable service. | 60.73% (368) | 32.84% (199) | 4.46% (27) | 1.16% (7) | 0.33% (2) | 0.50% (3) | 606 |
| Logging into GALILEO is easy. | 50.08% (308) | 34.31% (211) | 9.59% (59) | 3.74% (23) | 1.14% (7) | 1.14% (7) | 615 |
| GALILEO meets my information needs. | 39.05% (239) | 41.01% (251) | 14.87% (91) | 3.10% (19) | 1.14% (7) | 0.82% (5) | 612 |
| I would recommend GALILEO to a friend. | 47.80% (293) | 35.73% (219) | 11.26% (69) | 3.26% (20) | 0.49% (3) | 1.47% (9) | 613 |
| I learn something by using GALILEO. | 53.67% (329) | 36.05% (221) | 7.34% (45) | 1.63% (10) | 0.49% (3) | 0.82% (5) | 613 |
| I am confident about using what I have learned from GALILEO. | 55.19% (340) | 33.12% (204) | 8.12% (50) | 1.79% (11) | 0.49% (3) | 1.30% (8) | 616 |
| I am likely to apply what I have learned from GALILEO. | 52.35% (323) | 34.68% (214) | 8.27% (51) | 1.62% (10) | 1.30% (8) | 1.78% (11) | 617 |

Appendix 3: Staff Responses to Key Concerns (Full)

1. Need for improved K–12 usability and onboarding

User Concern: I really appreciate how GALILEO makes it easy to access credible academic sources for school projects and lab reports. The databases are well organized, and I like how searches can be filtered to find exactly what I need. One improvement could be making the search interface a bit more user-friendly for high school students who are new to academic databases, maybe with a short tutorial video or clearer instructions. Sometimes, it also takes a few tries to log in through my school’s portal, so simplifying access would help. Overall, GALILEO has been a very helpful resource for finding trustworthy information for my assignments.

Staff Response: The GALILEO development team is working to continuously improve the K-12 interfaces. We are currently working on improvements to elementary school and will expand improvements to middle school and high school over time. We are currently planning work on updated tutorials and integrating more tutorials directly into GALILEO. If there are issues accessing through a school’s portal, please contact the portal manager at your school and ask them to contact GALILEO support, as there could be configuration issues causing this problem.

2. Search relevance and spelling tolerance

User Concern: Searches sometimes reveal irrelevant information. Still wish GALILEO searches were more like Google and Amazon searches, meaning exact spelling is not needed.

Staff Response: Just like GALILEO, our database vendor partners are working to continuously improve the user experience and searching. This past year, the EBSCO Discovery Service, which drives the main GALILEO search, was upgraded to add a “natural language search” option, which means that it’ll understand what you’re looking for even if you have a spelling mistake. It will also use AI to improve the relevance of search results. This feature is already available on many EBSCO databases. Using subject specific databases is another way to improve the relevance of your results. Finding the right database is easy; you can browse by subject in the Databases list.

That said, searches aren’t always successful the first time around, and you may need to refine your search and add broader (or more specific) terms to search by.

3. Desire for more training opportunities

User Concern: The GALILEO staff are always responsive and ready to help with questions. I would like to see more training sessions or webinars to help users get the most from the available databases. Overall, GALILEO is an important and much-appreciated service for students and educators.

Staff Response: We look forward to providing more training soon! Last March, GALILEO hired Jef Whatley, an experienced instructional designer who has worked with public and academic libraries, to be our Training & Support Specialist. Jef is available for face-to-face or online training, and he loves working with our K-12 schools. In the coming year, Jef will begin presenting monthly webinars on a variety of topics. For more information or to request training, contact GALILEO support!

4. More resources for non-academic audiences

User Concern: I think GALILEO needs more databases for a more general/non-academic audience. We do well with medical information, but perhaps automotive manuals or other technical/repair information for appliances would help sell the service to non-academic audiences. I love Points of View Reference Center and hope to try and use that more for news-conscious library patrons.

Staff Response: We appreciate this feedback, and it is something we have discussed. All residents of Georgia, have access to non-Academic content like GALE LegalForms, Mango Language, Ancestry Library Edition, MyHeritage Library edition from via their public library card. Some GALILEO libraries purchase automotive repair and other technical manuals

locally. Also, check out GALILEO ebooks in Ebook Central and EBSCO ebooks for great content on topics like auto repair, baking, cooking, and much more!

5. Accessibility and fuzzy-search challenges

User Concern: I think you should improve search capability for people with disabilities. I tried to implement fuzzy search (when you make a typo or don't know the exact spelling) and got 0 results.

Staff Response: The GALILEO team partners with the Georgia Tech Center for Inclusive Design to conduct regular accessibility assessments and reviews. Accessibility is always front of mind as we implement design and functionality. Users would be surprised at how much time we spend agonizing over what happens when a user gets no results! We know this is an area for improvement, both for GALILEO and our vendor partners, and we will continue to explore solutions and advocate for change.

As we mentioned already, the new “natural language search” option, combined with AI to improve the relevancy of results, should really help with finding results even if you make a typo.