

GALILEO User Survey 1999

Measuring GALILEO Performance

GALILEO surveys users annually to ascertain patron satisfaction and use of GALILEO resources. The survey was administered through a web form for one week during the Fall Semester of 1999. A total of 1,010 usable surveys were completed. Users were asked to respond to the following statements:

1. I found it easy to use GALILEO.
2. Using GALILEO databases saved me time.
3. I think GALILEO is a valuable service.
4. I think GALILEO response time is acceptable.
5. GALILEO met my information needs.
6. I would recommend GALILEO to a friend.
7. I would improve GALILEO by ...
8. Respondent Profile:
 - a. Today I am using GALILEO as ... Student (undergraduate, graduate, K-12, 2 year technical), Faculty/Staff, Public library user, Other
 - b. Please indicate your primary institutional affiliation (State (public) 4-year, State (public) 2-year, Private 4-year, Private 2-year, Technical Institute, Public Library, K-12 Public School, K-12 Private School, Other)
 - c. How often do you use GALILEO?

* Data from questions 8.a. and 8.b. have been included in the Survey Respondent Profile.

The survey could be completed at any time during the day or night. The percentages are compiled from the total number of responses to each question. The totals may vary as some patrons chose not to answer all questions. The following is a summary of the results:

Survey Respondent Profile

User Type	Responses	Institution Type	Number
All	988	2 Year College/University	51
Student - All	601	4 Year College/University	457
Student - Graduate	145	K-12 School	82
Student - Undergraduate	223	Public Library	135
Student - K-12	46	Technical School	263
Student - 2 Year Technical	187		
Faculty/Staff	295		
Public	61		
Librarian	31		

1. I found it easy to use GALILEO. (1 = Strongly disagree | 2 = Disagree | 3 = Agree | 4 = Strongly agree)

User Type	Average	Institution Type	Average
All	3.11	2 Year College/University	3.29
Student - All	2.99	4 Year College/University	3.14
Student - Graduate	3.00	K-12 School	2.82
Student - Undergraduate	2.95	Public Library	2.95
Student - K-12	2.57	Technical School	3.22
Student - 2 Year Technical	3.14		
Faculty/Staff	3.39		
Public	2.97		
Librarian	3.16		

2. Using GALILEO databases saved me time. (1 = Strongly disagree | 2 = Disagree | 3 = Agree | 4 = Strongly agree)

User Type	Average	Institution Type	Average
All	3.26	2 Year College/University	3.31
Student - All	3.15	4 Year College/University	3.36
Student - Graduate	3.53	K-12 School	2.85
Student - Undergraduate	3.18	Public Library	3.19
Student - K-12	2.61	Technical School	3.23
Student - 2 Year Technical	3.12		
Faculty/Staff	3.49		
Public	3.13		
Librarian	3.39		

3. I think GALILEO is a valuable service. (1 = Strongly disagree | 2 = Disagree | 3 = Agree | 4 = Strongly agree)

User Type	Average	Institution Type	Average
All	3.50	2 Year College/University	3.57
Student - All	3.37	4 Year College/University	3.62
Student - Graduate	3.53	K-12 School	3.09
Student - Undergraduate	3.45	Public Library	2.83
Student - K-12	2.83	Technical School	3.21
Student - 2 Year Technical	3.29		
Faculty/Staff	3.74		
Public	3.44		
Librarian	3.74		

4. I think GALILEO response time is acceptable. (1 = Strongly disagree | 2 = Disagree | 3 = Agree | 4 = Strongly agree)

User Type	Average	Institution Type	Average
All	2.97	2 Year College/University	3.00
Student - All	2.96	4 Year College/University	2.93
Student - Graduate	2.94	K-12 School	2.68
Student - Undergraduate	2.91	Public Library	2.83
Student - K-12	2.61	Technical School	3.21
Student - 2 Year Technical	3.11		
Faculty/Staff	3.05		
Public	2.87		
Librarian	2.77		

5. GALILEO met my information needs. (1 = Strongly disagree | 2 = Disagree | 3 = Agree | 4 = Strongly agree)

User Type	Average	Institution Type	Average
All	3.09	2 Year College/University	3.10
Student - All	2.95	4 Year College/University	3.03
Student - Graduate	2.89	K-12 School	2.78
Student - Undergraduate	2.90	Public Library	3.20
Student - K-12	2.54	Technical School	3.22
Student - 2 Year Technical	3.16		
Faculty/Staff	3.32		
Public	3.16		
Librarian	3.09		

6. I would recommend GALILEO to a friend. (1 = Strongly disagree | 2 = Disagree | 3 = Agree | 4 = Strongly agree)

User Type	Average	Institution Type	Average
All	3.38	2 Year College/University	3.53
Student - All	3.23	4 Year College/University	3.42
Student - Graduate	3.32	K-12 School	3.04
Student - Undergraduate	3.27	Public Library	3.40
Student - K-12	2.74	Technical School	3.38
Student - 2 Year Technical	3.25		
Faculty/Staff	3.65		
Public	3.36		
Librarian	3.71		

I would improve GALILEO by...

Narrative Comments

The number of usable surveys returned was down slightly from last year (1,010 in 1999; 1,173 in 1998). It should be noted that public libraries throughout Georgia were closed one day during this year's survey period in observance of the Veterans Day holiday. While the total number of surveys decreased, the percentage who took the time to offer narrative comments increased from 25% (298 out of 1,173 in 1998) to 39% (396 out of 1,010 in 1999). Survey question 7 was "I would improve GALILEO by. . ." That question asked users to offer their opinions on shortcomings or areas for possible improvement, so it is understandable that some comments would be less than favorable. However, 16% of those commenting took the opportunity to praise the system. This is up slightly over last year (14% in 1998). Here are some of their comments: "GALILEO is great and I don't know what we would do without it! Thanks for all of your hard work." (professor); " It is awesome!!!!" (undergraduate student); "I have found Galileo to be fabulous -- we are so fortunate to have it! Thanks!" (graduate student); " A wonderful resource. Makes me proud I'm from Georgia" (public library patron); " Galileo is the best "present" the state has ever made available to public schools." (public school teacher); "galileo is fun and quick!" (public school student).

"More full text" was again the most prevalent suggestion for improving GALILEO (17% of the question 7 responses or 7% of all surveys returned). 16% of the responses to question 7 (6% of the total number of all surveys returned) complained of slow response time. One frustrated user was driven to request divine

intervention: "Oh, God, please find a way to make it quicker!" There were some extenuating circumstances that may help to explain the situation. A significant change in GALILEO took place shortly before and during the survey period. Instead of using the familiar GALILEO interface, users of EBSCO and Bell+Howell databases accessed those resources via gateways to the vendors' native interfaces. Slowness during this period was attributed in part to the saturation of Peachnet's UUNet pipe to the out-of-state destinations on the Internet. In addition, one of those vendors was experiencing problems with its servers. In December, the size of the pipe to UUNet was increased. We have seen significant improvements in response time since then; however, there will always be those who experience slowness due to the speed of their connections (especially from homes using a telephone line and modem). Some schools in the K-12 user community and public libraries have connections at 56K or less.

Approximately 34% of the question 7 comments related to the types of publications and subject coverage in the GALILEO databases. Half of those expressed the desire for more full-text materials. 14% mentioned particular subject areas they felt deserve greater coverage (medicine, history, literature, etc.) or requested the addition of specific databases.

GALILEO serves a diverse range of user communities made up of individuals at all stages of education and levels of familiarity with computers. The results of the 1999 online survey again indicate that in the eyes of its users, GALILEO is a valued and useful tool. The responses received provide GALILEO decision-makers and developers with a challenge to continually improve the system by making it function more efficiently, more intuitively, and by providing an ever-growing range of resources.

Data from questions 8.a. and 8.b. have been included in the Survey Respondent Profile.

8.c. How often do you use GALILEO?

User Type	First	Daily	Monthly	Weekly
All	110	294	172	381
2 yr Technical School	48	23	60	57
Faculty and Staff	21	163	6	88
Graduate	5	27	5	90
Undergraduate	25	19	8	103
K-12	13	7	13	19
Librarian	0	26	10	3
Public Library	1	29	26	21

*31 respondents did not answer this question.

Appendix to Narrative Comments

Categories Analysis for 396 Narrative Comments Responses to Question 7: "I would improve GALILEO by: ..."

Coding Categories	"Controlled" Vocabulary Terms Used (variables)	Number of Occurrences	Percentage
Evaluation	p [positive]	63	
	n [negative]	21	
	u [neutral]	291	
	m [mixed]	14	
	a [ambiguous]	7	
	Total	396	
Technical	browser issues	1	(21%)
	bs (bibliographic software)	2	
	connection availability	14	
	speed	68	
	timeout setting	1	
	Total	84	
Coverage	more full text	67	
	more databases	15	
	images / graphics	12	
	currency	4	
	more journals	3	
	more newspapers (full text)	4	
	popular publications	1	
	scholarly publications	1	

more encyclopedias	1
retrospective coverage	1
children's resources	1
foreign language materials	1
small press publications	1
qualitative research	1
biographical sources	2
subject [any/specific db]	55
humanities	1
history	6
literature	5
music	1
religion/theology	4
social science	1
education	2
psychology	3
science	5
chemistry	2
medical	7
nutrition	2
agriculture	2
computer science	1
specific:	
AMC Digital Library	3
Gale	5

	MathSci	3	
	PsycINFO	1	
	Sociofile	1	
	Social Science Citation Index	1	
	Total	170	(43%)
Policy	access	4	
	equipment	6	
	extend access	4	
	local resources	1	
	remote access	8	
	passwords	10	
	timeout period	1	
	URL	1	
	Total	22	(6%)
Interface	db selection	7	
	customize	3	
	display	7	
	organization	9	
	simplify	43	
	vocabulary	4	
	Total	68	(17%)
Function	journal lists	6	
	marking	2	
	navigation	4	
	multiple db searching	11	

	relevance	1	
	Total	19	(5%)
BGC (1)	y [yes]	28	
	bo [Britannica Online]	1	
	gold	2	
	ln [Lexis-Nexis]	8	
	Total	9	(2%)
Misconception	y	25	
	Total	25	(6%)
Instruction/Help	more help	4	
	clarify existing help	4	
	more training / classes	3	
	tutorial	3	
	Total	14	(4%)
U (2)	u	47	
	Total	47	(12%)

(1) BGC = Beyond GALILEO's Control (2) U = Uncodable

(Examples: "Yahoo gave me more." "I also think that if there is a way for teachers to have there [sic] own database that would be useful for their students in their classes." "Age databases vs college to go with material covered.")