

GALILEO User Survey 2000

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 2000 (Monday, November 13 - Sunday, November 19). A total of 1,021 usable surveys were completed. Users were asked to respond to the following statements:

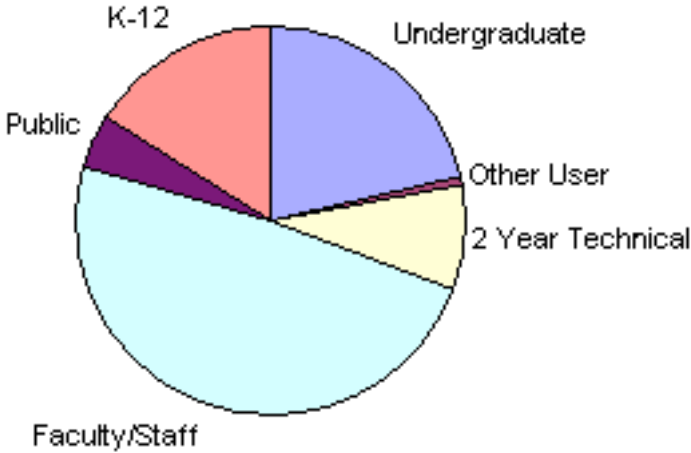
1. I found it easy to use GALILEO.
2. Using GALILEO databases saved me time.
3. I think GALILEO is a valuable service.
4. I think GALILEO response time is acceptable.
5. GALILEO met my information needs.
6. I would recommend GALILEO to a friend.
7. I would improve GALILEO by ...
8. Respondent Profile:
 - 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.

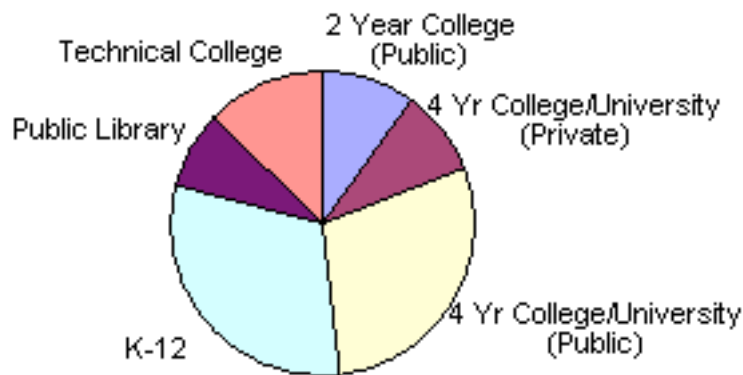
The survey could be completed at any time during the day or night. The percentages are compiled from the total number of responses to each question. The totals may vary as some patrons chose not to answer all questions. The following is a summary of the results:

User Type	Average	Institution Type	Average
All	1,121 (100%)	2 Year College (Priv)	10 (0.89%)
Student - Graduate	159 (14.18%)	2 Year College (Public)	110 (9.81%)
Student - Undergraduate	206 (18.38%)	4 Year Coll./Univ. (Priv)	98 (8.74%)
Student - K-12	155 (13.83%)	4 Year Coll./Univ. (Pub)	317 (28.28%)
Student - 2 Year Technical	83 (7.40%)	K-12 School	336 (29.97%)
Faculty/Staff	468 (41.75%)	Public Library	90 (8.03%)
Public	43 (3.84%)	Technical College	140 (12.49%)
Other User	7 (0.62%)	Other Institution	20 (1.78%)

User Count by User Type



Users by Institution Type

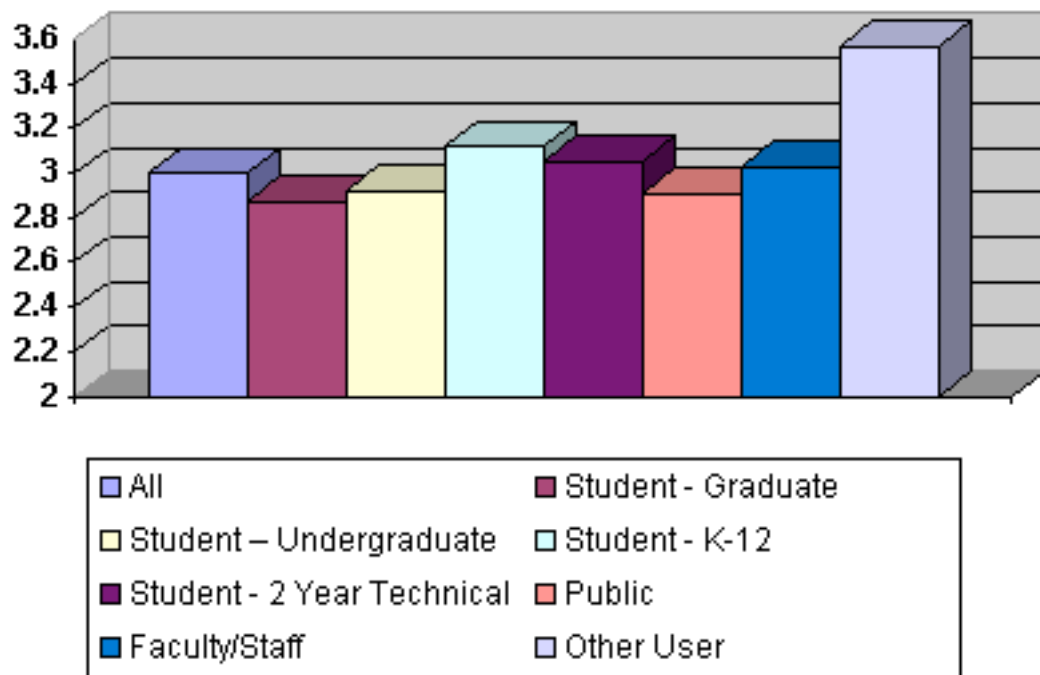


1. I found it easy to use GALILEO.

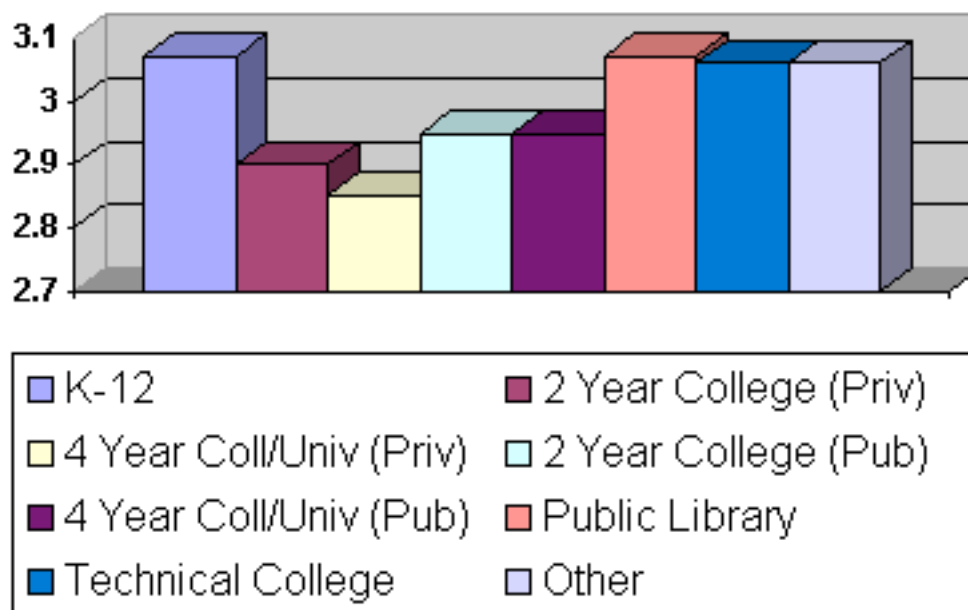
(1 = Strongly disagree | 2 = Disagree | 3 = Agree | 4 = Strongly agree)

User Type	Average	Institution Type	Average
All	3.00	K-12 (29.97%)	3.07
Student - Graduate (14.18%)	2.87	2 Year College Priv (0.89%)	2.90
Student - Undergraduate (18.38%)	2.92	4 Year Coll/Univ Priv (8.74%)	2.85
Student - K-12 (13.83%)	3.12	2 Year College Pub (9.81%)	2.95
Student - 2 Year Technical (7.40%)	3.05	4 Year Coll/Univ Pub (28.28%)	2.95
Public (3.84%)	2.91	Public Library (8.03%)	3.07
Faculty/Staff (41.75%)	3.03	Technical College (12.49%)	3.06
Other User (0.62%)	3.57	Other (1.78%)	3.06

Q1 by User Type



Q1 by Institution Type

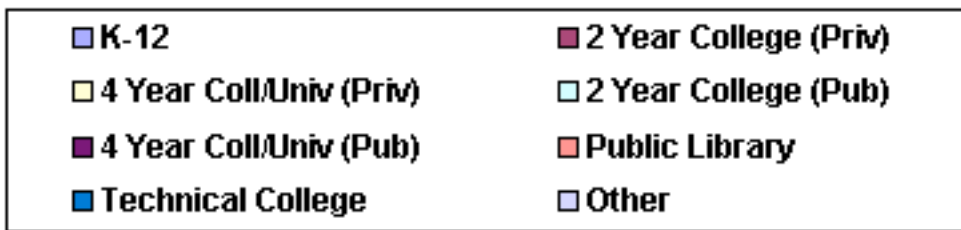
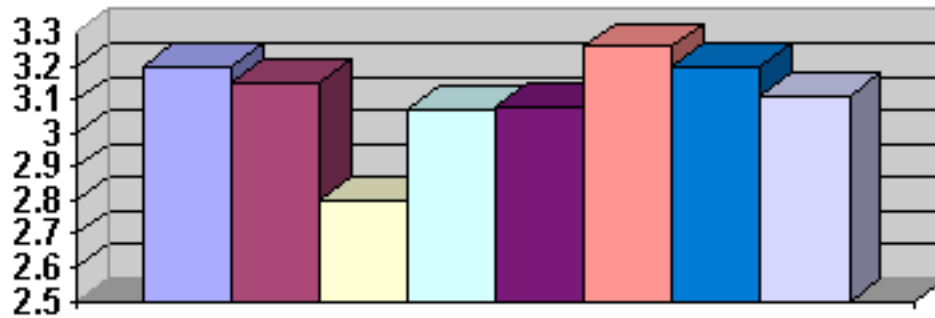


2. Using GALILEO databases saved me time.

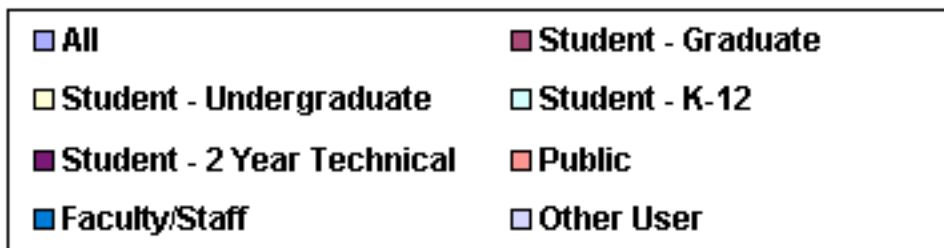
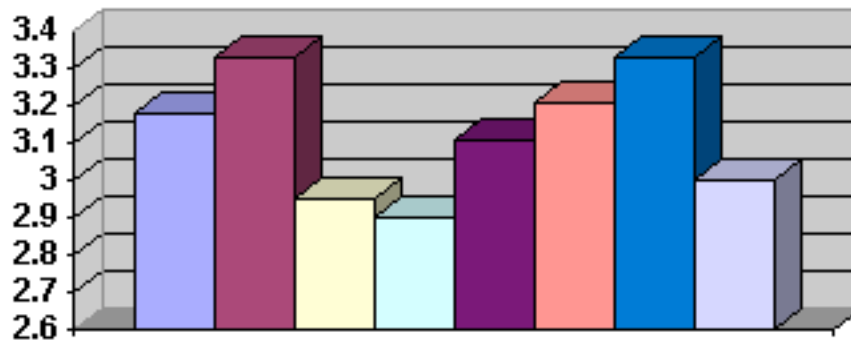
(1 = Strongly disagree | 2 = Disagree | 3 = Agree | 4 = Strongly agree)

User Type	Average	Institution Type	Average
All	3.18	K-12 (29.97%)	3.20
Student - Graduate (14.18%)	3.33	2 Year College Priv (0.89%)	3.15
Student - Undergraduate (18.38%)	2.95	4 Year Coll/Univ Priv (8.74%)	2.80
Student - K-12 (13.83%)	2.90	2 Year College Pub (9.81%)	3.07
Student - 2 Year Technical(7.40%)	3.11	4 Year Coll/Univ Pub (28.28%)	3.08
Public (3.84%)	3.21	Public Library (8.03%)	3.26
Faculty/Staff (41.75%)	3.33	Technical College (12.49%)	3.20
Other User (0.62%)	3.00	Other (1.78%)	3.11

Q2 by Institution Type



Q2 by User Type

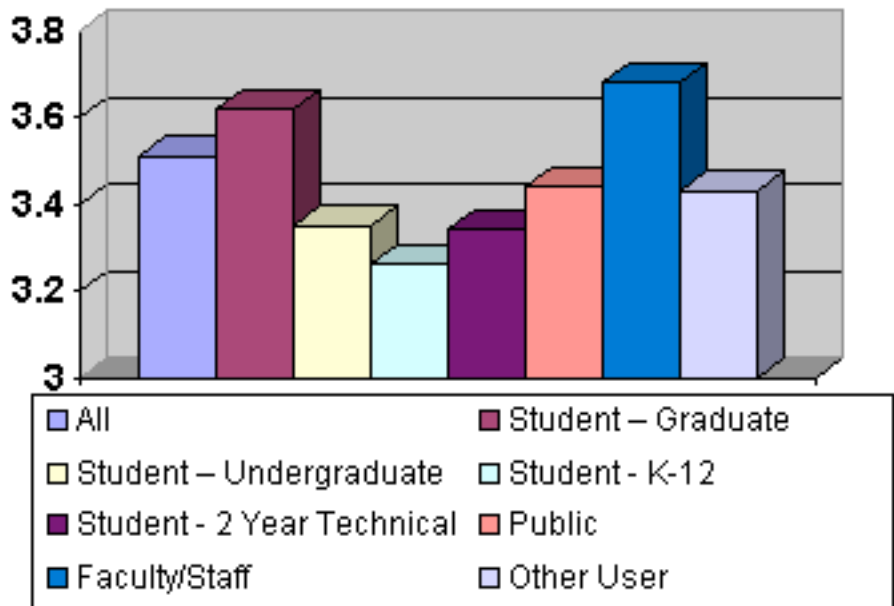


3. I think GALILEO is a valuable service.

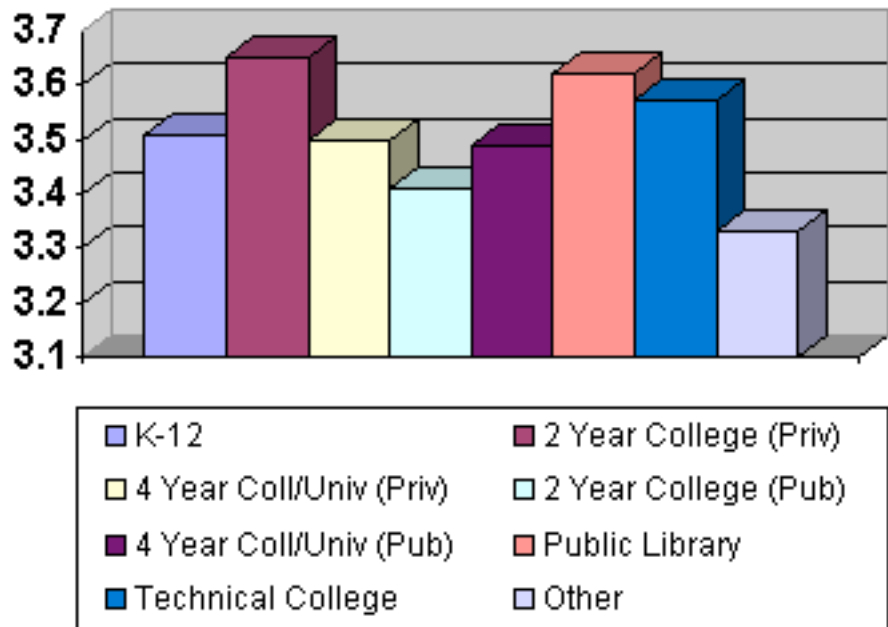
(1 = Strongly disagree | 2 = Disagree | 3 = Agree | 4 = Strongly agree)

User Type	Average	Institution Type	Average
All	3.51	K-12 (29.97%)	3.51
Student - Graduate (14.18%)	3.62	2 Year College Priv (0.89%)	3.65
Student - Undergraduate (18.38%)	3.35	4 Year Coll/Univ Priv (8.74%)	3.50
Student - K-12 (13.83%)	3.26	2 Year College Pub (9.81%)	3.41
Student - 2 Year Technical (7.40%)	3.34	4 Year Coll/Univ Pub (28.28%)	3.49
Public (3.84%)	3.44	Public Library (8.03%)	3.62
Faculty/Staff (41.75%)	3.68	Technical College (12.49%)	3.57
Other User (0.62%)	3.43	Other (1.78%)	3.33

Q3 by User Type



Q3 by Institution Type

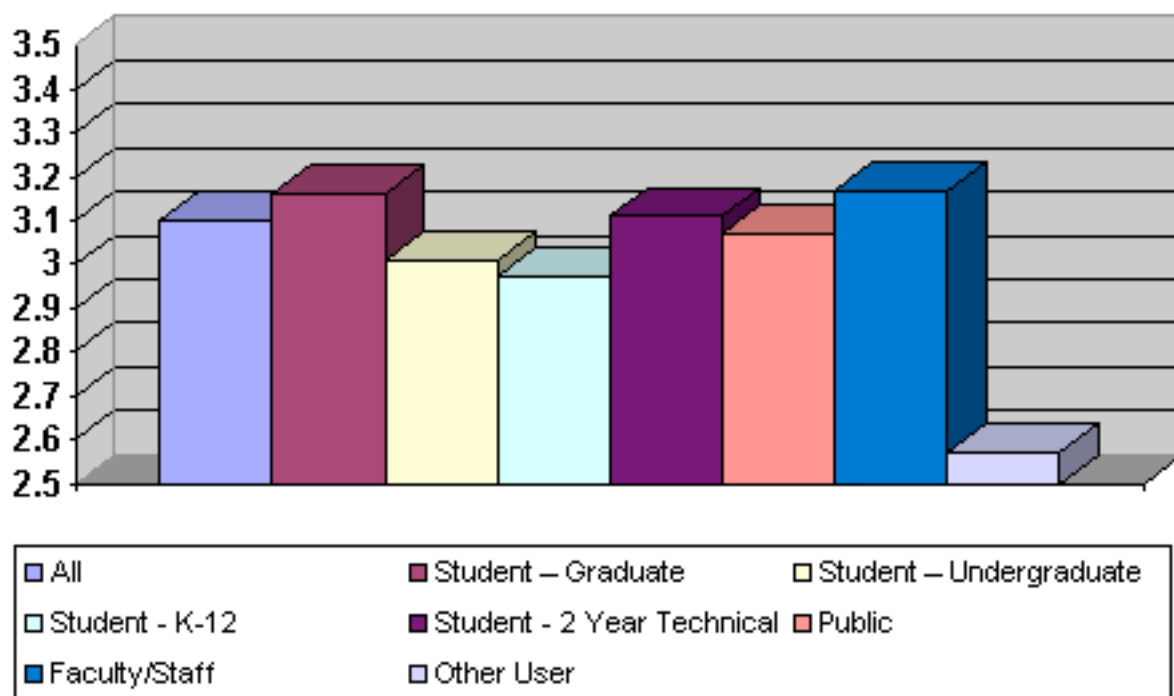


4. I think GALILEO response time is acceptable.

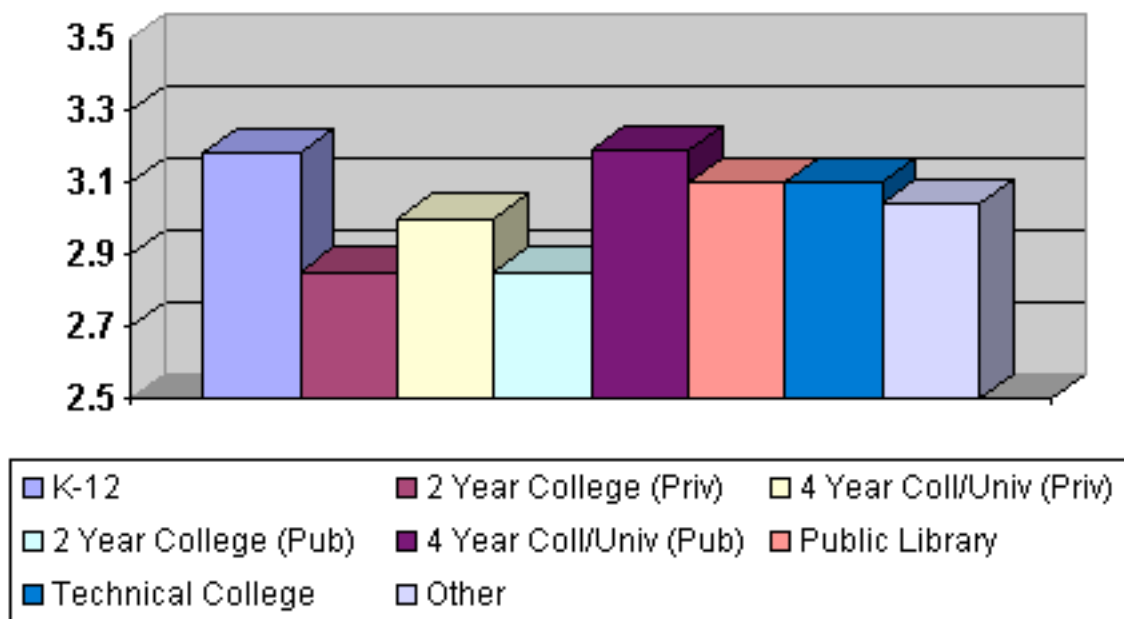
(1 = Strongly disagree | 2 = Disagree | 3 = Agree | 4 = Strongly agree)

User Type	Average	Institution Type	Average
All	3.10	K-12 (29.97%)	3.18
Student - Graduate (14.18%)	3.16	2 Year College Priv (0.89%)	2.85
Student - Undergraduate (18.38%)	3.01	4 Year Coll/Univ Priv (8.74%)	3.00
Student - K-12 (13.83%)	2.97	2 Year College Pub (9.81%)	2.85
Student - 2-Year Technical (7.40%)	3.11	4 Year Coll/Univ Pub (28.28%)	3.19
Public (3.84%)	3.07	Public Library (8.03%)	3.10
Faculty/Staff (41.75%)	3.17	Technical College (12.49%)	3.10
Other User (0.62%)	2.57	Other (1.78%)	3.04

Q4 by UserType



Q4 by InstitutionType

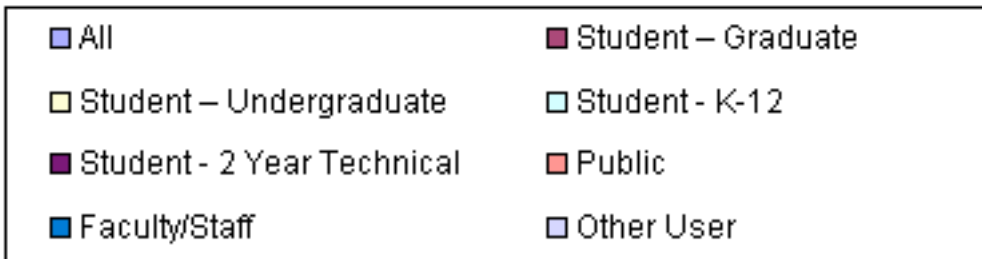
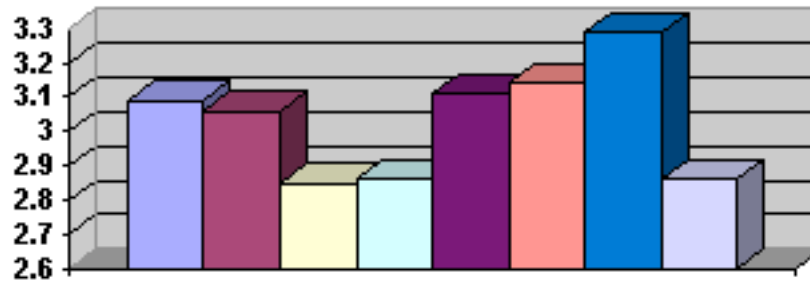


5. GALILEO met my information needs.

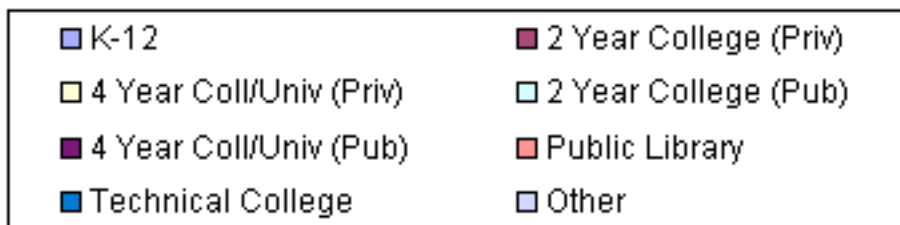
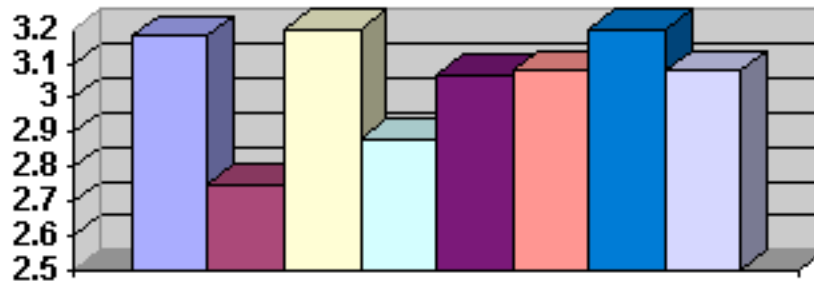
(1 = Strongly disagree | 2 = Disagree | 3 = Agree | 4 = Strongly agree)

User Type	Average	Institution Type	Average
All	3.09	K-12 (29.97%)	3.18
Student - Graduate (14.18%)	3.06	2 Year College Priv (0.89%)	2.75
Student - Undergraduate (18.38%)	2.85	4 Year Coll/Univ Priv (8.74%)	3.20
Student - K-12 (13.83%)	2.86	2 Year College Pub (9.81%)	2.88
Student - 2 Year Technical (7.40%)	3.11	4 Year Coll/Univ Pub (28.28%)	3.07
Public (3.84%)	3.14	Public Library (8.03%)	3.08
Faculty/Staff (41.75%)	3.29	Technical College (12.49%)	3.20
Other User (0.62%)	2.86	Other (1.78%)	3.08

Q5 by User Type



Q5 by Institution Type

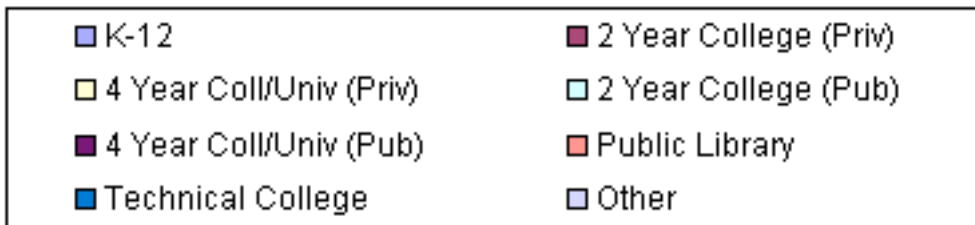
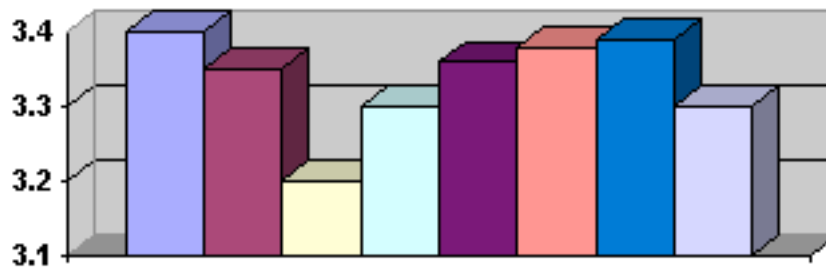


6. I would recommend GALILEO to a friend.

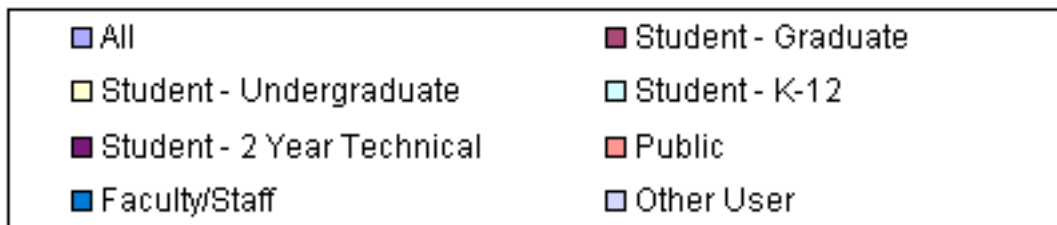
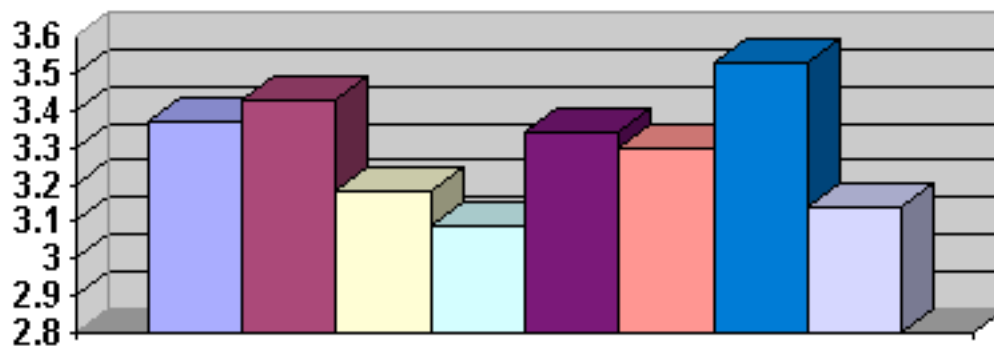
(1 = Strongly disagree | 2 = Disagree | 3 = Agree | 4 = Strongly agree)

User Type	Average	Institution Type	Average
All	3.37	K-12 (29.97%)	3.40
Student - Graduate (14.18%)	3.43	2 Year College Priv (0.89%)	3.35
Student - Undergraduate (18.38%)	3.18	4 Year Coll/Univ Priv (8.74%)	3.20
Student - K-12 (13.83%)	3.09	2 Year College Pub (9.81%)	3.30
Student - 2 Year Technical (7.40%)	3.34	4 Year Coll/Univ Pub (28.28%)	3.36
Public (3.84%)	3.30	Public Library (8.03%)	3.38
Faculty/Staff (41.75%)	3.53	Technical College (12.49%)	3.39
Other User (0.62%)	3.14	Other (1.78%)	3.30

Q6 by User Type



Q6 by Institution Type



I would improve GALILEO by ...

Narrative Comments

The number of usable surveys returned (1,121) was up slightly from last year (1,010 in 1999). The percentage of survey respondents who took the time to offer narrative comments dipped slightly (34% in 2000, 39% 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, 15% of those commenting took the opportunity to praise the system. Here are some comments representative of the positive feelings about GALILEO:

It helped a lot. (K-12 student)

I need information and just could not find it and I came to this website and found everything I need. (K-12 student)

Having had to sit hours in a university library and research hard copies makes me realize GALILEO is wonderful, especially for rural, economically challenged Georgia public schools. (School media specialist)

I have been using Galileo for about four years and have been impressed with the way that it has evolved and changed in a positive way. (K-12 staff)

Galileo is a life-saver. It saves me many hours that would otherwise be used traveling to the library. (Undergraduate student)

This is a great service - I think every student ought to learn to use it from K-12 through higher ed. (Graduate student)

I find it is easy to use as it is. I have never been disappointed when I have gone to Galileo as a resource. (Graduate student)

I think GALILEO is WONDERFUL! (Graduate student)

The support staff are very helpful. You all are to be commended for such a good research resource. (University faculty)

Last year, the dominant refrain in question 7 responses was the desire for "More full text" (1999 17%). The message this year is unmistakable, "Simplify!"

30% of the question 7 responses expressed the confusion and frustration users encounter when trying to negotiate the many choices on the GALILEO home page and menus. A strong sub-current within that 30% was the feeling that the "old

GALILEO" was easier, better, and more user-friendly thus more productive. Over a quarter of that 30% (31 of 117) made comments such as:

Bringing back the easier to use old galileo (University graduate student)

I preferred the old version of Galileo much more over this new and updated one. (College undergraduate)

GALILEO was much cleaner and easier to use with the old look. I'm constantly having students tell me how confusing GALILEO is now... (University librarian)

Truthfully, the former set-up seemed much easier to use than the current one ... it's now too complex--too many clicks, too many lists, too many choices at once (Tech college staff)

I liked Galileo better the old way. (K-12 staff)

I liked the old way (Public library staff)

It would appear that the array of resources now available in GALILEO has reached a point that challenges many users and hinders some when trying to discover appropriate resources and navigate among the many choices.

There were three areas of policy-related issues that stood out in user comments: the desire to bookmark or link directly to specific databases; frustration in dealing with passwords; and the desire to access all resources remotely. Comments on these issues reveal a lack of understanding about constraints imposed by license agreements for access to commercial databases. Seven of the twelve comments that expressed the desire to access more databases remotely specifically mentioned Lexis/Nexis as a database they wanted to use off campus.

When addressing issues related to the content of the resources that make up GALILEO, of those who provided comments, 21% made either very general requests ("More online journals"; "Expand resources available"; "Additional databases") or mentioned specific products they would like added. 42% of those leaving comments about the content of GALILEO expressed the desire for more full-text resources. However, with the exception of one database that was mentioned three times by users at a single institution (ATLA's Religion Index / Columbia Theological Seminary) no suggested database was mentioned more than once.

Because GALILEO serves a diverse range of user communities made up of individuals at all stages of education and levels of familiarity with computers, a new means of enabling users to discover the best resources for their specific needs is essential. The implementation (July 2001) and further development of the new software environment that powers GALILEO, the Database of Online Resources (DOOR), holds considerable promise to address these issues. It may be possible to

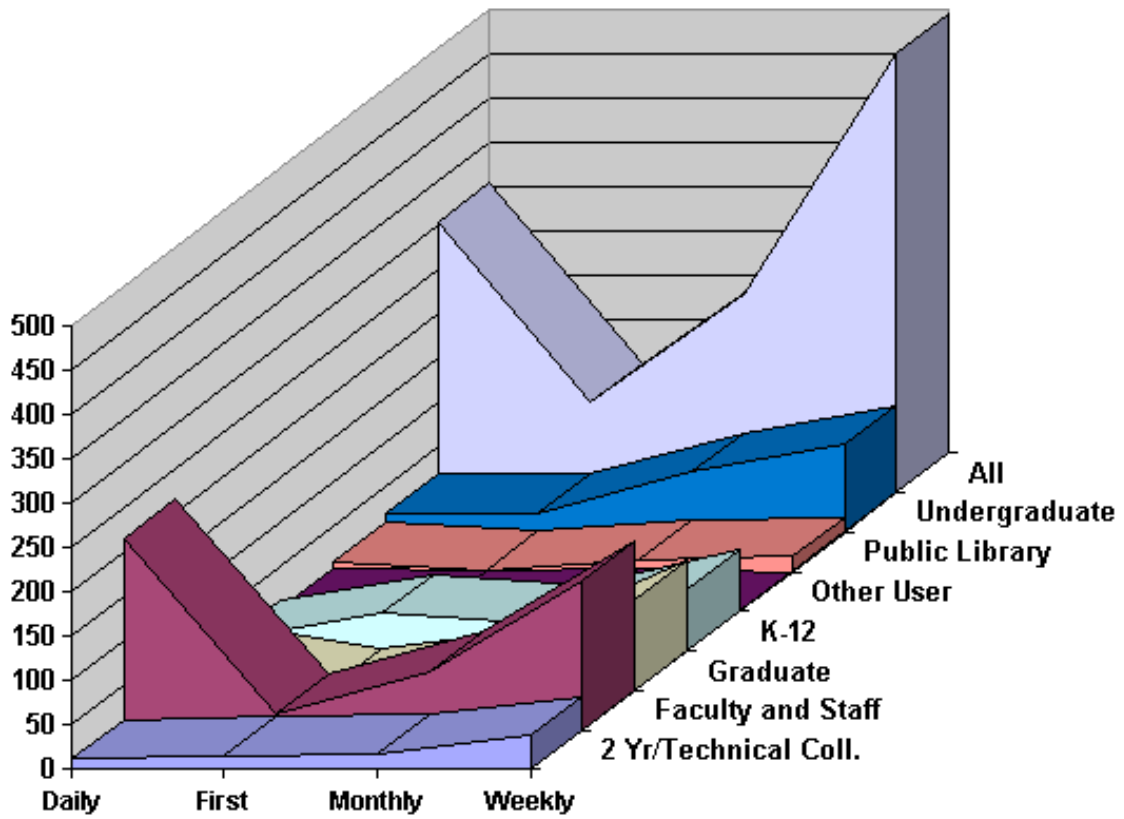
overcome, or at least minimize, user confusion by permitting the presentation of resources to be tailored to specific user communities. Additional, focused usability analysis should also prove valuable in understanding user behavior and needs as GALILEO and its many resources continue to expand and evolve.

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
2 Yr/Technical Coll. (7.40%)	12	15	18	38
Faculty and Staff (41.75%)	215	19	66	168
Graduate (14.18%)	30	2	24	103
K-12 (13.83%)	13	42	30	70
Other User (0.62%)	3	1	3	0
Public Library (3.84%)	11	1	14	17
Undergraduate (18.38%)	20	21	67	98
All	304	101	222	494

Q8a by User Type and Frequency



Appendix to Narrative Comments

Analysis for 379 Responses to Question 7: "I would improve GALILEO by: ..."

Coding Categories	"Controlled" Vocabulary Terms Used (variables)	Number of Occurrences	Percentage of 379
Evaluation	p [positive]	57	
	n [negative]	117	
	u [neutral]	182	
	m [mixed]	19	
	a [ambiguous]	4	
	Total	379	
Technical	browser issues	3	
	bs (bibliographic software)	2	
	browser windows, spawned	3	
	connection availability	2	
	speed	25	
	timeout setting	4	
	Total	39	
Coverage	more full text	34	
	more databases	3	
	images / graphics	5	
	currency	3	
	more journals	18	
	more newspapers (full text)	1	
	scholarly publications	1	

	more encyclopedias	3	
	retrospective coverage	2	
	children's resources	2	
	foreign language materials	1	
	biographical sources	1	
	subject [any/specific db]	38	
	humanities	10	
	arts	1	
	history	2	
	literature	4	
	religion	3	
	social sciences	2	
	psychology	1	
	sciences	10	
	chemistry	2	
	nursing	1	
	math	1	
	specific products (1)	16	
	Total	81	(21%)
Policy	access	3	
	bookmarking/direct access	10	
	equipment	6	
	funding	4	
	remote access	12	
	passwords	10	

	URL	1	
	Total	46	(12%)
Interface	home page	9	
	menus	12	
	simplify	119	
	vocabulary	1	
	Total	141	(37%)
Function	locations/journal lists	6	
	marking	3	
	multiple db searching	7	
	Total	16	(.4%)
Instruction/Help	y [yes]	7	
	Total	7	(.2%)
Beyond GALILEO's Control (2)	y [yes]	11	
	Total	11	(3%)
Misconception	y	31	
	Total	31	(8%)
Uncodable (3)	u	38	
	Total	38	(10%)

(1) Specific products mentioned once (unless noted otherwise): ABI/INFORM (from another vendor); ATLA (religion) 3; BIOSIS; Chem Abstracts; Dow Jones; Embase; Gale (for literature); Gale's Directory of Associations; Grolier's Encyclopedia; InfoTrac; JAMA; Lexis/Nexis; SIRS Discoverer; Web of Science (ISI).

(2) Beyond GALILEO's Control: "Changing all of the text images into documents." (K-12); "Making all databases publicly available and forgetting about this password nonsense." (K-12 teacher).

(3) Uncodable: "In all fairness, access should include grades 9-12." (K-12); "Not only including abstracts, but also the full text of articles found in ALL areas." (Undergraduate); "It would be nice if you did not force people to take a survey." (Other); "I have heard by word of mouth that access to GALILEO may be restricted

from faculty/staff users." (K-12 staff); "I think you could give a gift to your customers or have something that does not get you bored during the search." (Tech college).