

GALILEO User Survey 2001

Measuring GALILEO Performance

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?

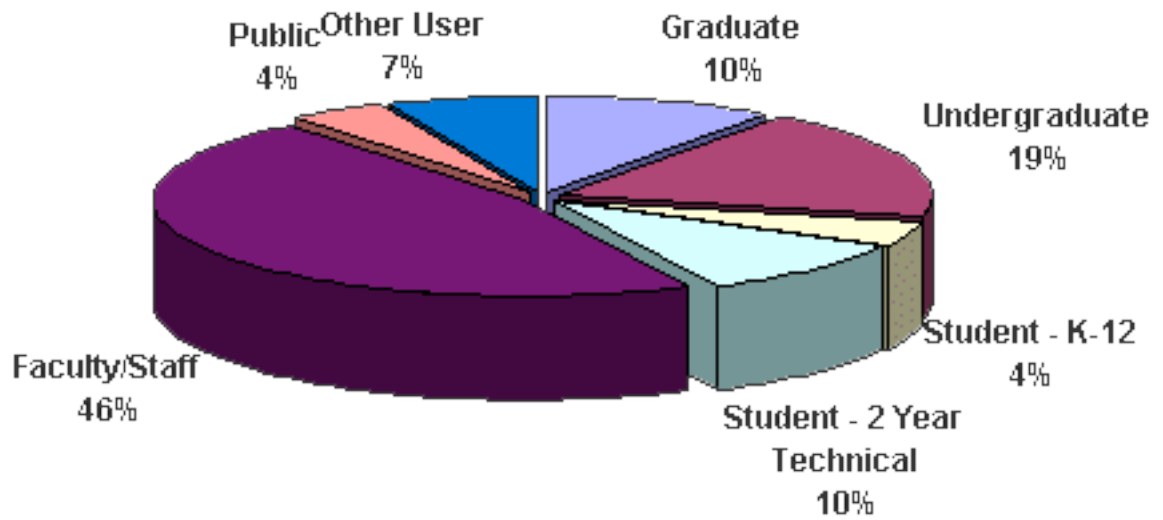
* Data from questions 8.a. and 8.b. have been included in the Survey Respondent Profile.

The survey could be completed at any time during the day or night (midnight Monday, November 5 through midnight Sunday, November 11). 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:

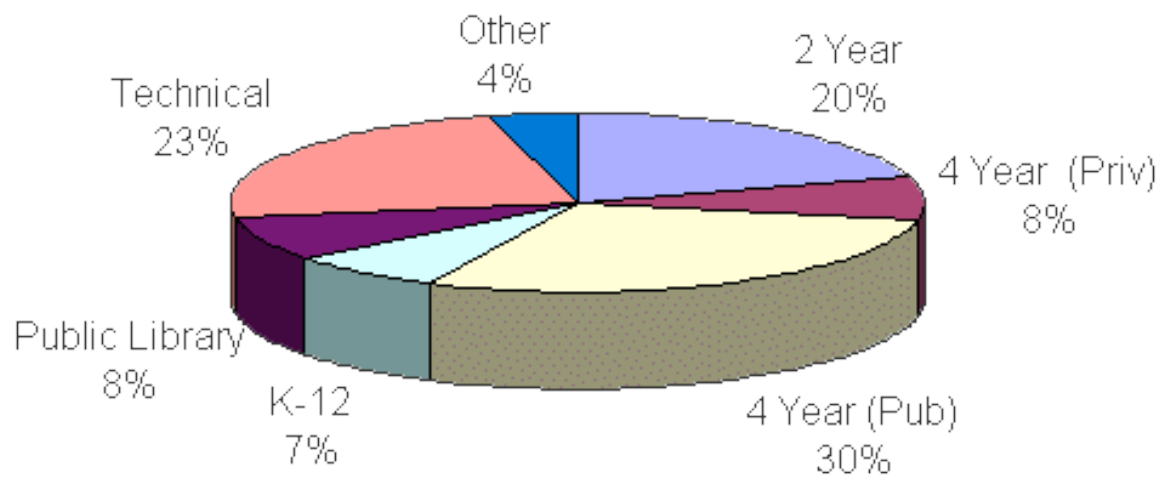
Survey Respondent Profile.

User Type	Number	Institution Type	Number
All	311	K-12 School	23
Student - Graduate	31	4-Year Coll/Univ Priv	25
Student - Undergraduate	58	2-Year College	63
Student - K-12	13	4-Year Coll/Univ Pub	89
Student - 2-Year Technical	31	Public Library	25
Public Library	13	Technical College	73
Faculty/Staff	144	Other Institution	13
Other User	21	.	

Respondents by User



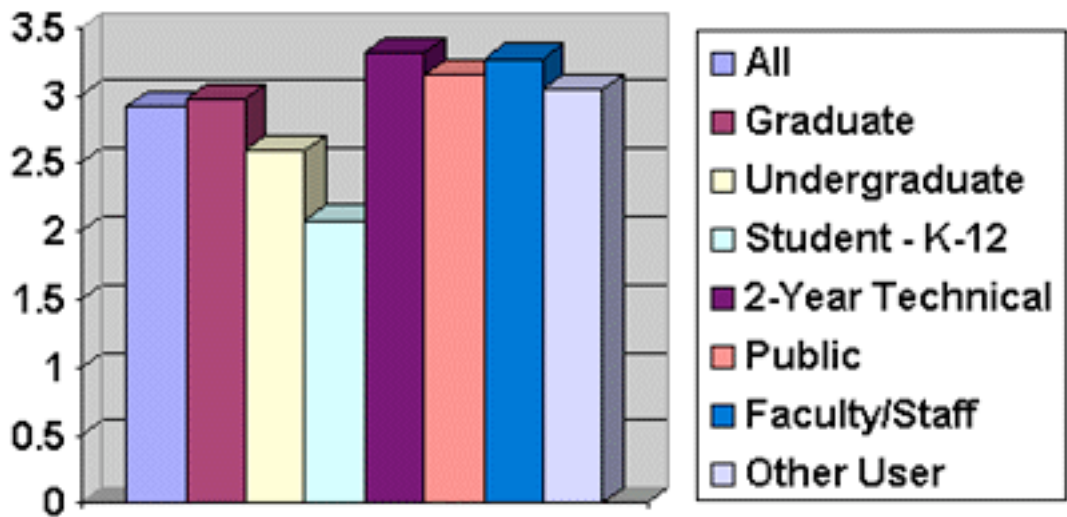
Respondents by Institution



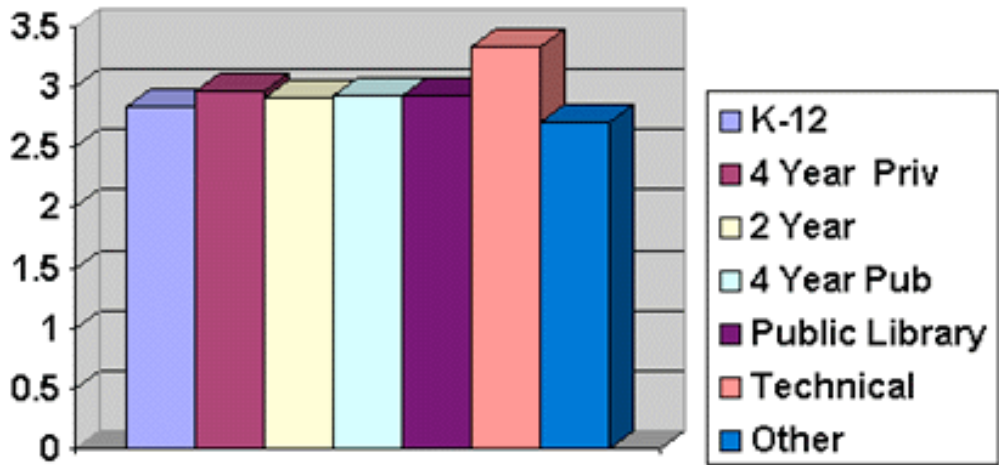
1. I found it easy to use GALILEO.

User Type	Average	Institution Type	Average
All (100%)	2.92	K-12 (7%)	2.83
Student - Graduate (10%)	2.97	4-Year Coll/Univ Priv (8%)	2.96
Student - Undergraduate (19%)	2.59	2-Year College (20%)	2.92
Student - K-12 (4%)	2.08	4-Year Coll/Univ Pub (30%)	2.93
Student - 2-Year Technical (10%)	3.32	Public Library (8%)	2.93
Public Library (4%)	3.15	Technical College (23%)	3.34
Faculty/Staff (46%)	3.27	Other (4%)	2.71
Other User (7%)	3.05	.	

User Type Response



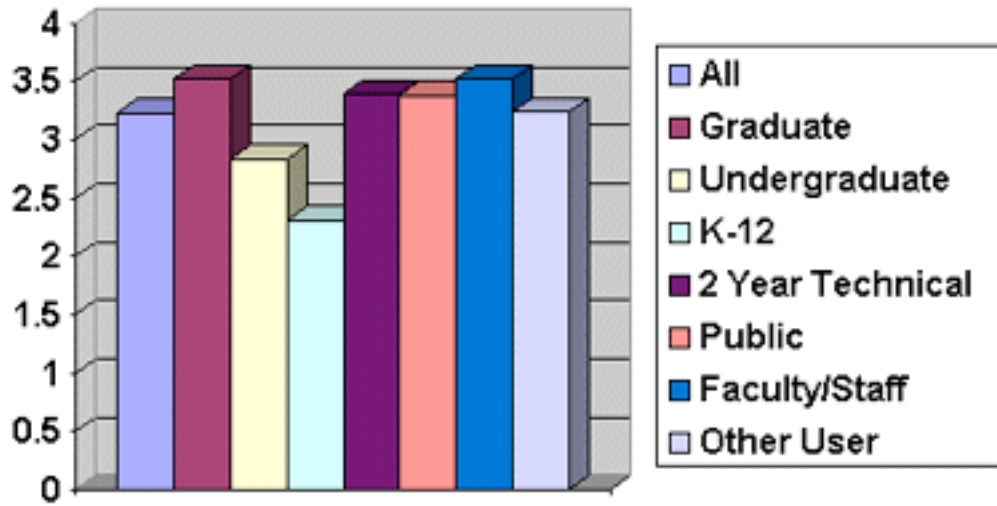
Institution Type Response



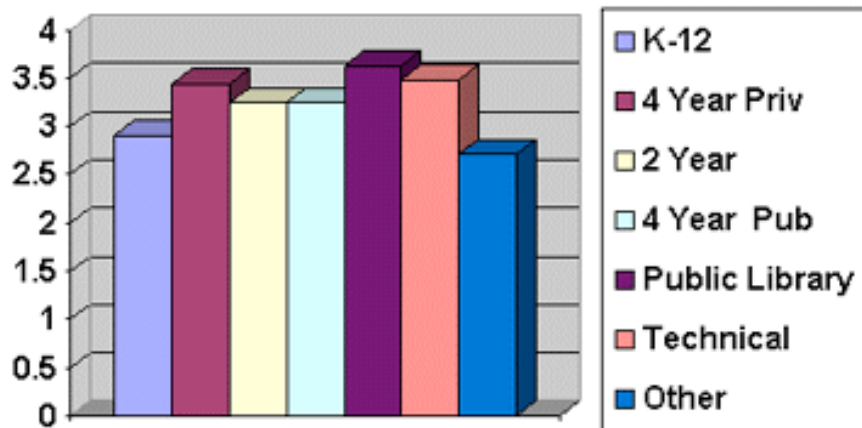
2. Using GALILEO databases saved me time.

User Type	Average	Institution Type	Average
All (100%)	3.23	K-12 (7%)	2.91
Student - Graduate (10%)	3.52	4-Year Coll/Univ Priv (8%)	3.44
Student - Undergraduate (19%)	2.84	2-Year College (20%)	3.25
Student - K-12 (4%)	2.31	4-Year Coll/Univ Pub (30%)	3.24
Student - 2-Year Technical (10%)	3.39	Public Library (8%)	3.63
Public Library (4%)	3.38	Technical College (23%)	3.48
Faculty/Staff (46%)	3.52	Other (4%)	2.71
Other User (7%)	3.24	.	

User Type Response



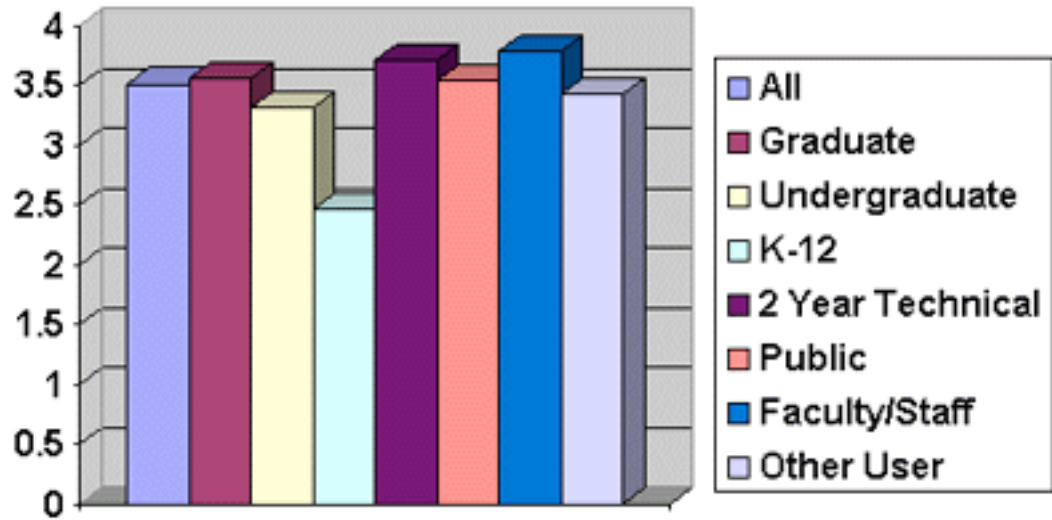
Institution Type Response



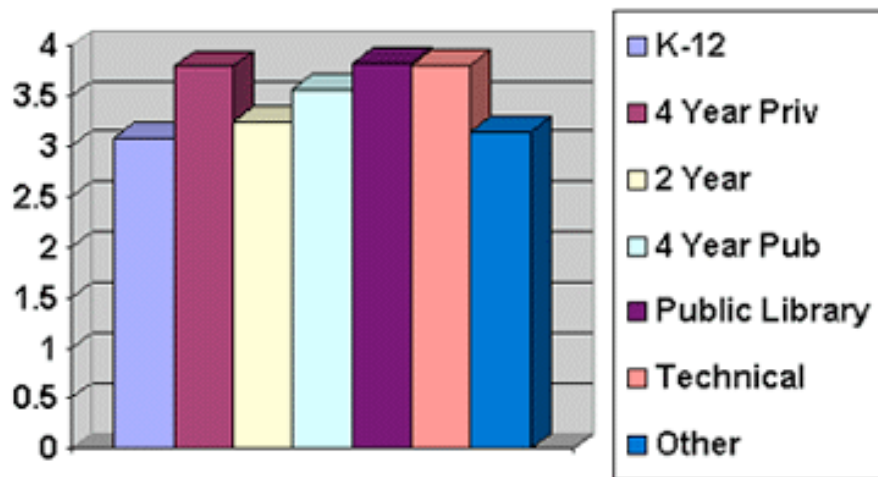
3. I think GALILEO is a valuable service.

User Type	Average	Institution Type	Average
All (100%)	3.51	K-12 (7%)	3.09
Student - Graduate (10%)	3.55	4-Year Coll/Univ Priv (8%)	3.80
Student - Undergraduate (19%)	3.31	2-Year College (20%)	3.24
Student - K-12 (4%)	2.46	4-Year Coll/Univ Pub (30%)	3.57
Student - 2-Year Technical (10%)	3.71	Public Library (8%)	3.83
Public Library (4%)	3.54	Technical College (23%)	3.81
Faculty/Staff (46%)	3.78	Other (4%)	3.14
Other User (7%)	3.43	.	

User Type Response



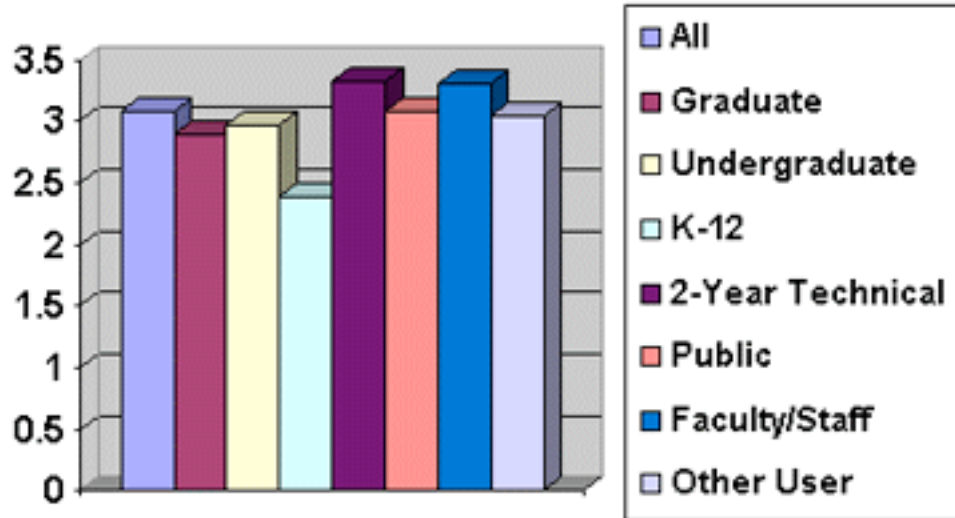
Institution Type Response



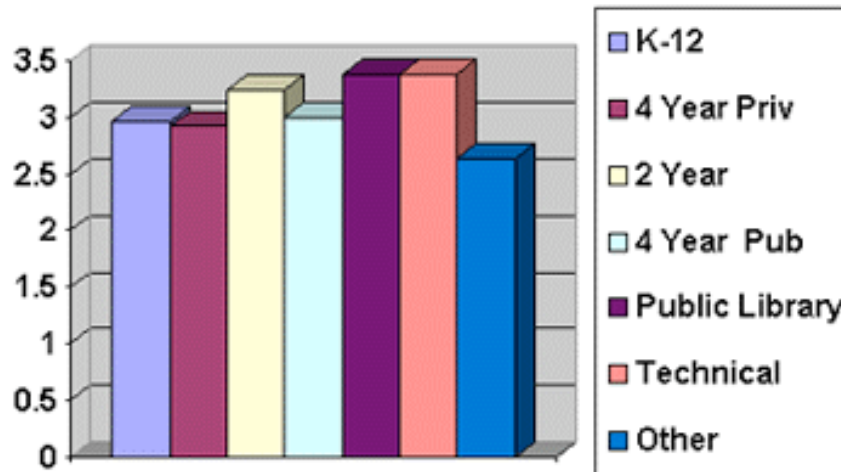
4. I think GALILEO response time is acceptable.

User Type	Average	Institution Type	Average
All (100%)	3.08	K-12 (7%)	2.96
Student - Graduate (10%)	2.90	4-Year Coll/Univ Priv (8%)	2.92
Student - Undergraduate (19%)	2.97	2-Year College (20%)	3.24
Student - K-12 (4%)	2.38	4-Year Coll/Univ Pub (30%)	3.00
Student - 2-Year Technical (10%)	3.32	Public Library (8%)	3.38
Public Library (4%)	3.08	Technical College (23%)	3.38
Faculty/Staff (46%)	3.30	Other (4%)	2.64
Other User (7%)	3.05	.	

User Type Response



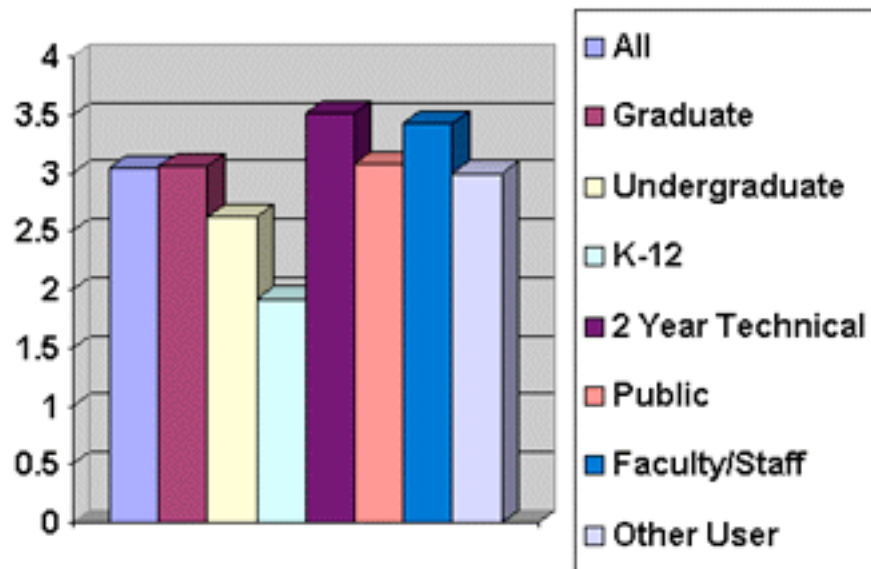
Institution Type Response



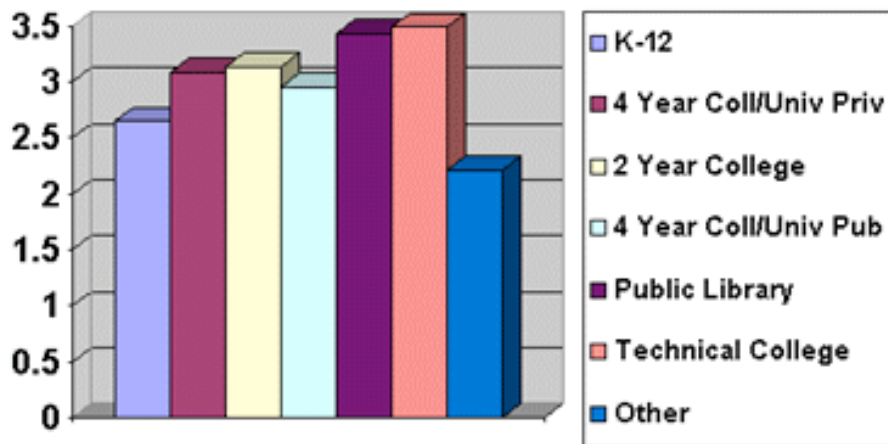
5. GALILEO met my information needs.

User Type	Average	Institution Type	Average
All (100%)	3.04	K-12 (7%)	2.65
Student - Graduate (10%)	3.06	4-Year Coll/Univ Priv (8%)	3.08
Student - Undergraduate (19%)	2.63	2-Year College (20%)	3.13
Student - K-12 (4%)	1.92	4-Year Coll/Univ Pub (30%)	2.96
Student - 2-Year Technical (10%)	3.52	Public Library (8%)	3.43
Public Library (4%)	3.08	Technical College (23%)	3.49
Faculty/Staff (46%)	3.43	Other (4%)	2.21
Other User (7%)	3.00	.	

User Type Response



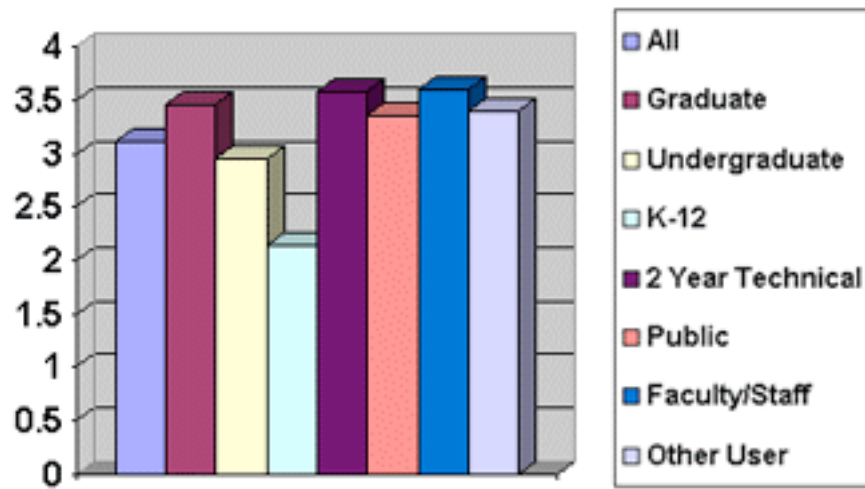
Institution Type Response



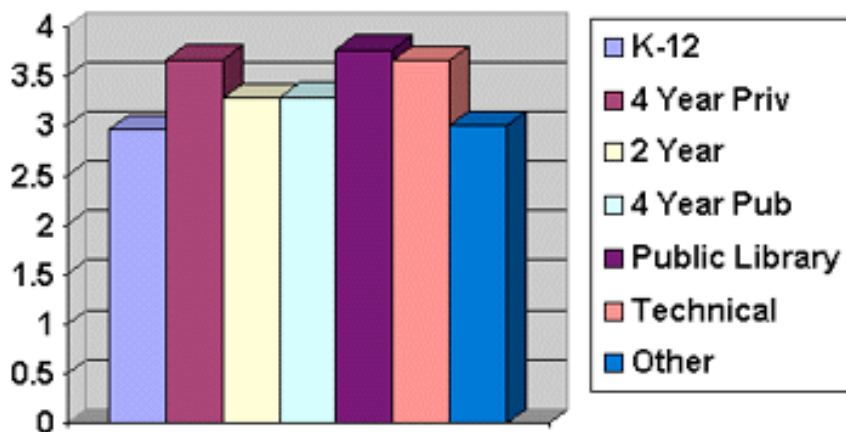
6. I would recommend GALILEO to a friend.

User Type	Average	Institution Type	Average
All (100%)	3.11	K-12 (7%)	2.96
Student - Graduate (10%)	3.45	4-Year Coll/Univ Priv (8%)	3.67
Student - Undergraduate (19%)	2.96	2-Year College (20%)	3.28
Student - K-12 (4%)	2.15	4-Year Coll/Univ Pub (30%)	3.29
Student - 2-Year Technical (10%)	3.58	Public Library (8%)	3.77
Public Library (4%)	3.36	Technical College (23%)	3.66
Faculty/Staff (46%)	3.60	Other (4%)	3.00
Other User (7%)	3.40	.	

User Type Response



Institution Type Response



7. I would improve GALILEO by ...

Narrative Comments

The number of usable surveys returned (311) was down precipitously from last year (1,121 in 2000). However, the percentage of survey respondents who took the time to offer narrative comments rose to 44% (35% in 2000). 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, 25% of those did comment took the opportunity to express their appreciation. Here are some comments representative of the positive feelings about GALILEO:

COOL!!!!!!!! (Middle school student)

More full text! Everything else is great - I really appreciate this service.
(Graduate student)

Keep on keepin' on. You do more than I could ever ask/hope for. (College faculty)

I really like the new additions - the Ancestry database is great. The web resource sections are well chosen and save LOTS of my time in reference with library users. The tutorials are very good. (Public library staff)

GALILEO, as I have said before, is a great research tool for school libraries. I don't worry about students finding inappropriate sites. (K-12 staff)

The only thing that could possibly make it better is to simply expand the already great number of resources! (Undergraduate student)

In general I must say that I would not be able to complete my graduate degree without this service. I work during the day and I often have to travel out of town (as I am in California this week). With this service I can do most of my research from anytime (when the library would otherwise be closed) and from anywhere. (Graduate student)

Thank you for having Galileo. (Technical college student)

GALILEO is the best. (Public library user)

It is an important research tool particularly in small rural colleges like the one where I teach. (Two-year college faculty)

Last year, the dominant refrain in question 7 responses was "Simplify!" (30% 2000). The message, is the same this year and growing.

45% 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. Here are some typical comments:

Keeping it very simple, as simple as possible. Believe it or not many of our students have not used computers that much and are lost when they sit down to one. (Technical college staff)

Change GALILEO back to the old version. (Undergraduate student)

There is way too much type on the front page of the GALILEO web site -- additionally, it is clinical and unattractive. (College faculty)

IT TAKES TOO *^\$# MANY CLICKS TO GET TO THE INFO! (College faculty)

So much info and it's easy to get lost and knocked out of the site. (K-12 staff)

A significant number of GALILEO users feel the system is too complex to use easily.

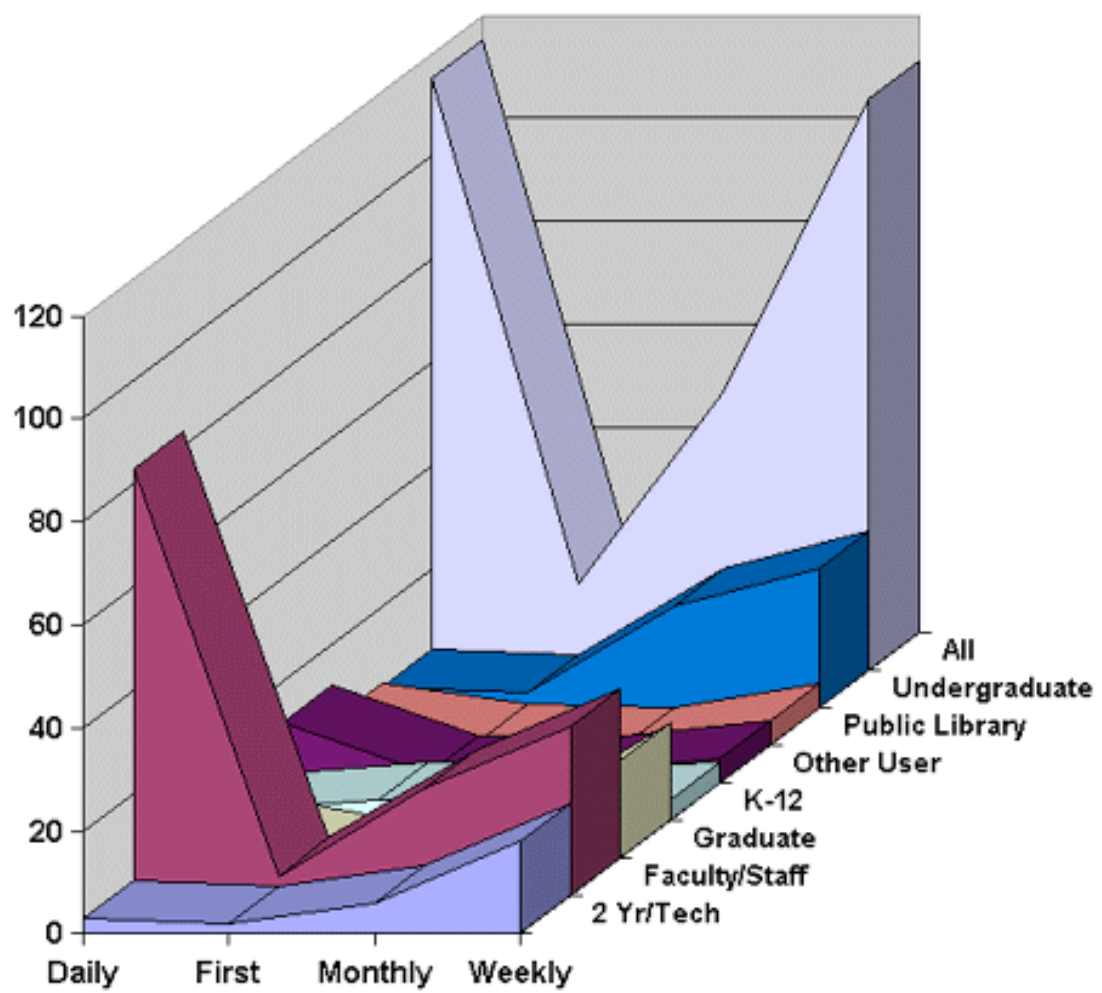
36% of the comments related to the content of the resources that make up GALILEO. Some made general requests for more full-text; others mentioned topic areas they wanted expanded, such as literature or technology; and a few mentioned specific products, such as literary resources from Gale Research.

Implemented in July 2001, the new software environment that powers GALILEO, the Database of Online Resources (DOOR), has streamlined the behind-the-scenes maintenance and operation of GALILEO. Further development is underway to translate those gains into visible improvements in usability for the public.

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	Daily	First	Monthly	Weekly
2 Yr/Technical Coll. (10%)	3	2	6	18
Faculty and Staff (46%)	83	4	21	33
Graduate (10%)	6	1	2	19
K-12 (4%)	2	4	3	4
Other User (7%)	12	2	2	5
Public Library (4%)	5	1	0	5
Undergraduate (19%)	4	3	20	27
All (100%)	115	17	54	111



Appendix to Narrative Comments

Analysis for 137 Responses to Question 7: "I would improve GALILEO by: ..."

Coding Categories	"Controlled" Vocabulary Terms Used (variables)	Number of Occurrences	Percentage of 137
Evaluation	p [positive]	34	
	n [negative]	35	
	u [neutral]	64	
	m [mixed]	1	
	a [ambiguous]	3	
	Total	137	
Technical	connection availability	2	
	speed	15	
	Total	17	
Coverage	more full text	14	
	more databases	4	
	eliminate databases	3	
	Internet resources	1	
	children's resources	1	
	biographical sources	1	
	reference works	1	
	subject [any/specific database]	32	
	business/industry	1	
	history	2	
	literature	5	
	psychology	2	
	science	1	

	technology	3	
	nursing	1	
	specific products (1)	10	
	Total	49	(36%)
Policy	direct access	6	
	publicity	1	
	remote access	2	
	passwords	4	
	Total	13	(1%)
Interface	home page	6	
	menus	3	
	simplify	45	
	Total	61	(45%)
Function	locations/journal lists	1	
	customize	1	
	multiple db searching	4	
	Total	6	(.4%)
Beyond GALILEO's Control (2)	y [yes]	2	
	Total	2	(.01%)
Misconception	y	11	
	Total	11	(.08%)
Instruction/Help	y [yes]	1	
	Total	1	(0%)
Uncodable (3)	u	14	
	Total	14	(1%)