

# **GALILEO User Survey 2006 Report**

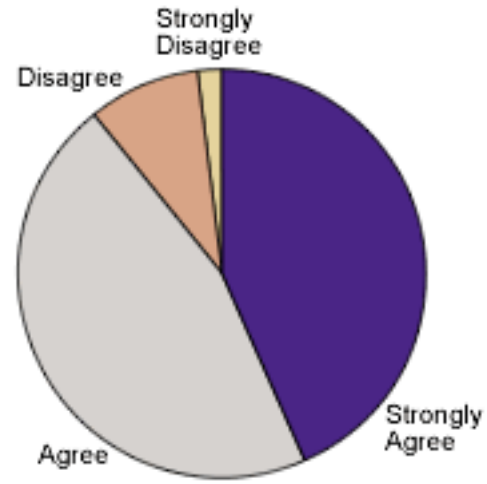
## **Measuring GALILEO Performance**

The annual GALILEO survey is conducted 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 2006 (November 7 through November 13, 2006). A total of 1332 usable surveys were completed.

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.

Please indicate your opinion about GALILEO

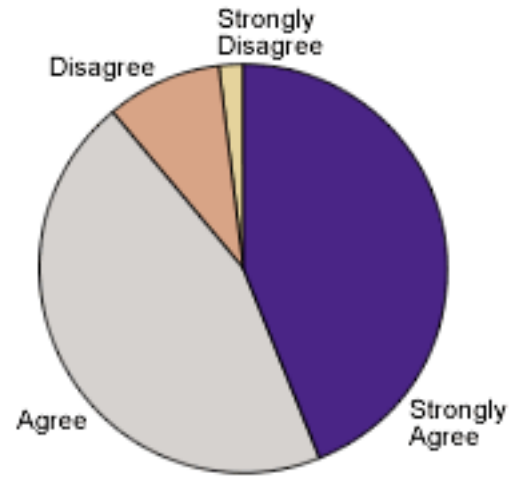
Topic: I found it easy to use GALILEO



	Count	Percent
Strongly Agree	580	43.5%
Agree	611	45.9%
Disagree	118	8.9%
Strongly Disagree	23	1.7%
Total	1332	100%
Average response: 3.31 out of 4		

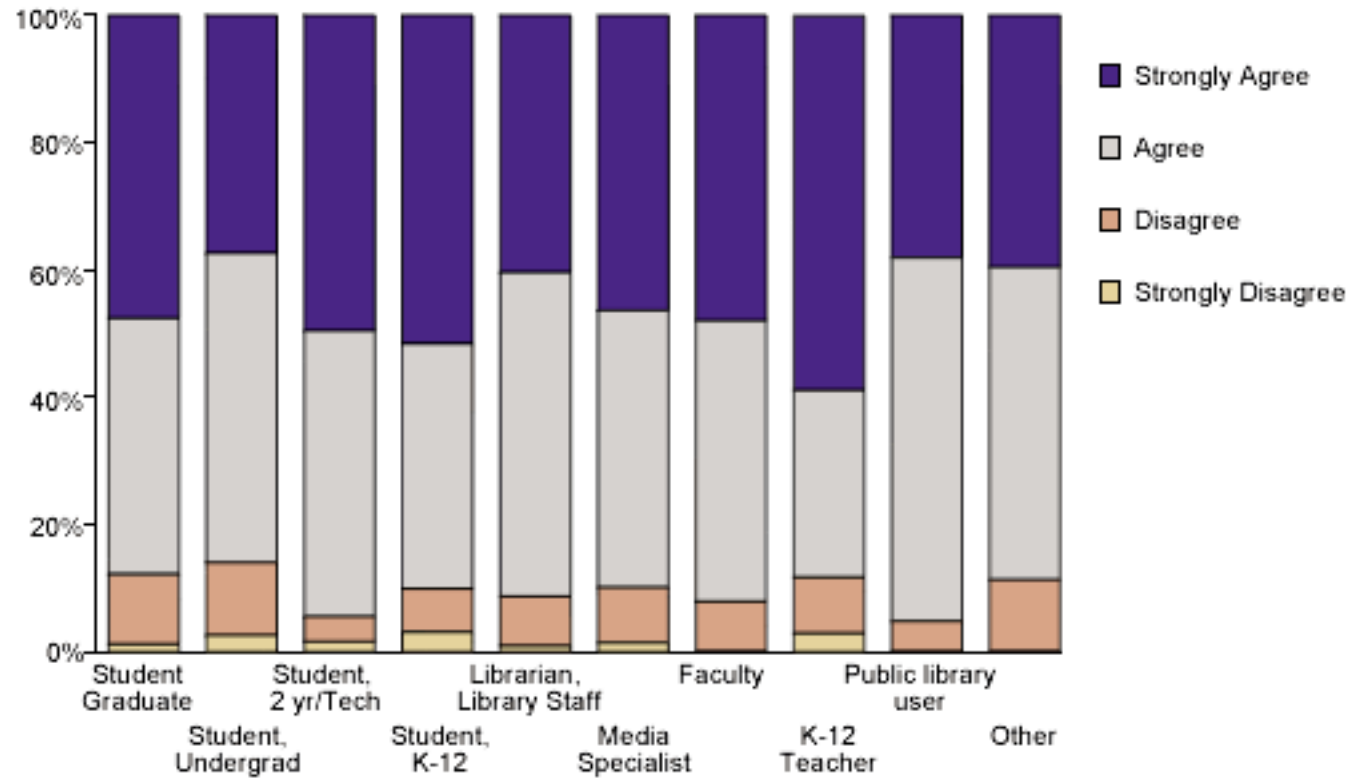
**Topic: I found it easy to use GALILEO**

**All Responses *except* Librarians / Library Staff**



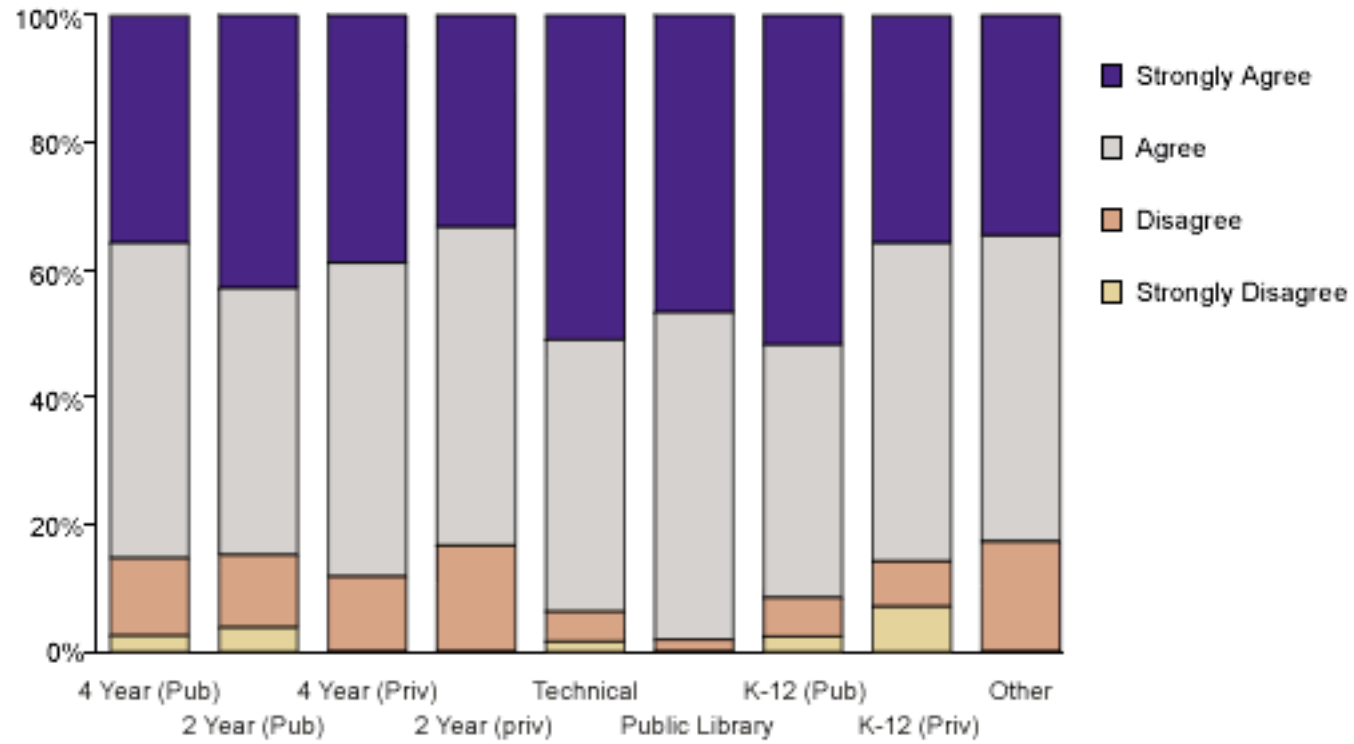
	Count	Percent
Strongly Agree	455	44.0%
Agree	464	44.9%
Disagree	94	9.1%
Strongly Disagree	20	1.9%
Total	1033	100%
Average response: 3.31 out of 4		

**Topic: I found it easy to use GALILEO**  
**Responses by Type of User**



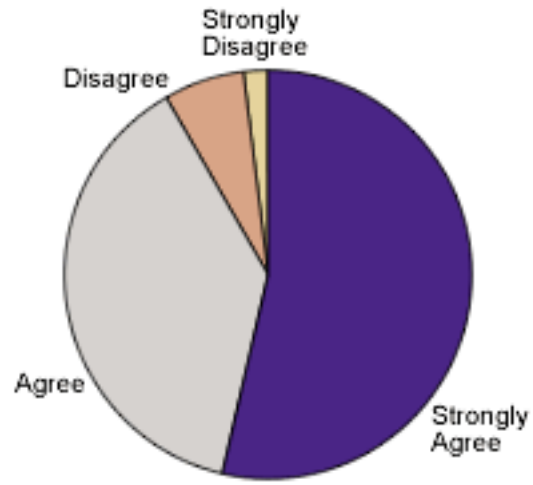
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	39	47.6%	33	40.2%	9	11.0%	1	1.2%	82	100.00%
Student, Undergraduate	160	37.4%	208	48.6%	49	11.4%	11	2.6%	428	100.00%
Student, 2 year / Technical	63	49.6%	57	44.9%	5	3.9%	2	1.6%	127	100.00%
Student, K-12	83	51.6%	62	38.5%	11	6.8%	5	3.1%	161	100.00%
Librarian / Library Staff	93	40.4%	117	50.9%	18	7.8%	2	0.9%	230	100.00%
Media Specialist	32	46.4%	30	43.5%	6	8.7%	1	1.4%	69	100.00%
Faculty	61	48.0%	56	44.1%	10	7.9%	0	0%	127	100.00%
K-12 Teacher	20	58.8%	10	29.4%	3	8.8%	1	2.9%	34	100.00%
Public library user	8	38.1%	12	57.1%	1	4.8%	0	0%	21	100.00%
Other	21	39.6%	26	49.1%	6	11.3%	0	0%	53	100.00%
<b>Total</b>	<b>580</b>	<b>43.5%</b>	<b>611</b>	<b>45.9%</b>	<b>118</b>	<b>8.9%</b>	<b>23</b>	<b>1.7%</b>	<b>1332</b>	<b>100.00%</b>

**Topic: I found it easy to use GALILEO**  
**Responses by Institution Type**



	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	114	35.7%	158	49.5%	39	12.2%	8	2.5%	319	100.00%
2 Year (Pub)	45	42.9%	44	41.9%	12	11.4%	4	3.8%	105	100.00%
4 Year (Priv)	89	38.9%	113	49.3%	27	11.8%	0	0%	229	100.00%
2 Year (Priv)	2	33.3%	3	50.0%	1	16.7%	0	0%	6	100.00%
Technical	130	51.0%	109	42.7%	12	4.7%	4	1.6%	255	100.00%
Public Library	49	46.7%	54	51.4%	2	1.9%	0	0%	105	100.00%
K-12 (Pub)	128	51.8%	98	39.7%	15	6.1%	6	2.4%	247	100.00%
K-12 (Priv)	5	35.7%	7	50.0%	1	7.1%	1	7.1%	14	100.00%
Other	18	34.6%	25	48.1%	9	17.3%	0	0%	52	100.00%
<b>Total</b>	<b>580</b>	<b>43.5%</b>	<b>611</b>	<b>45.9%</b>	<b>118</b>	<b>8.9%</b>	<b>23</b>	<b>1.7%</b>	<b>1332</b>	<b>100.00%</b>

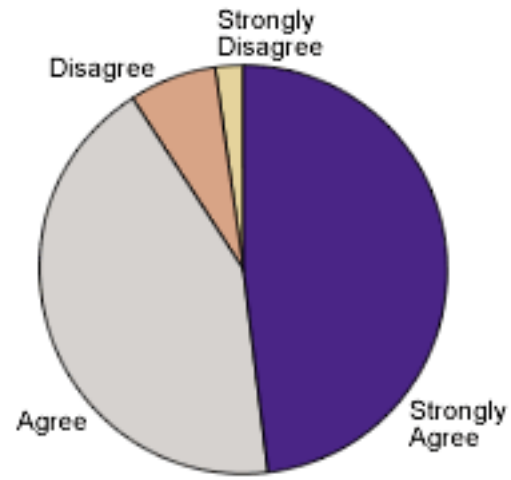
**Please indicate your opinion about GALILEO**  
**Topic: Using GALILEO databases saved me time**



	Count	Percent
Strongly Agree	716	53.8%
Agree	505	37.9%
Disagree	88	6.6%
Strongly Disagree	23	1.7%
Total	1332	100%
Average response: 3.44 out of 4		

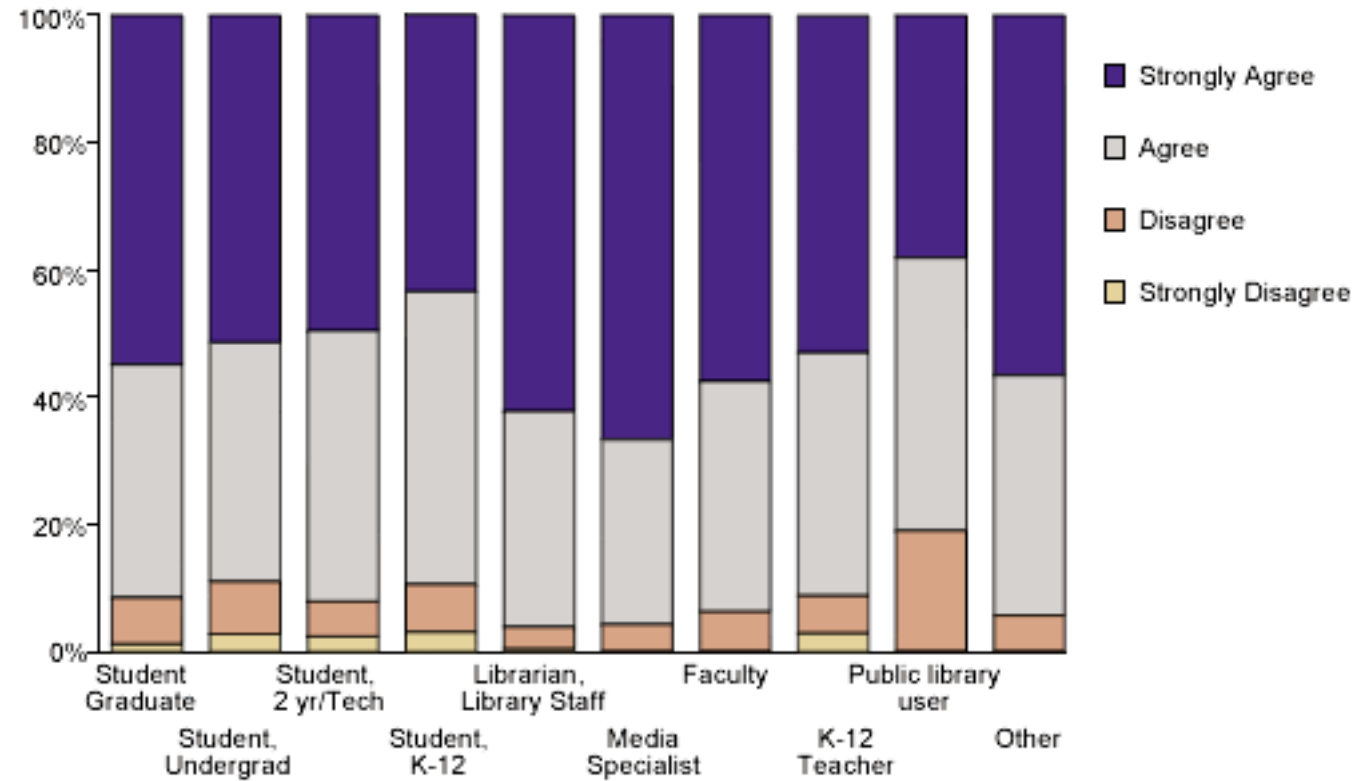


**Topic: Using GALILEO databases saved me time**  
**All Responses *except* Librarians / Library Staff**



	Count	Percent
Strongly Agree	527	51.0%
Agree	470	39.4%
Disagree	77	7.5%
Strongly Disagree	22	2.1%
Total	1033	100%
Average response: 3.39 out of 4		

**Topic: Using GALILEO databases saved me time**  
**Responses by Type of User**

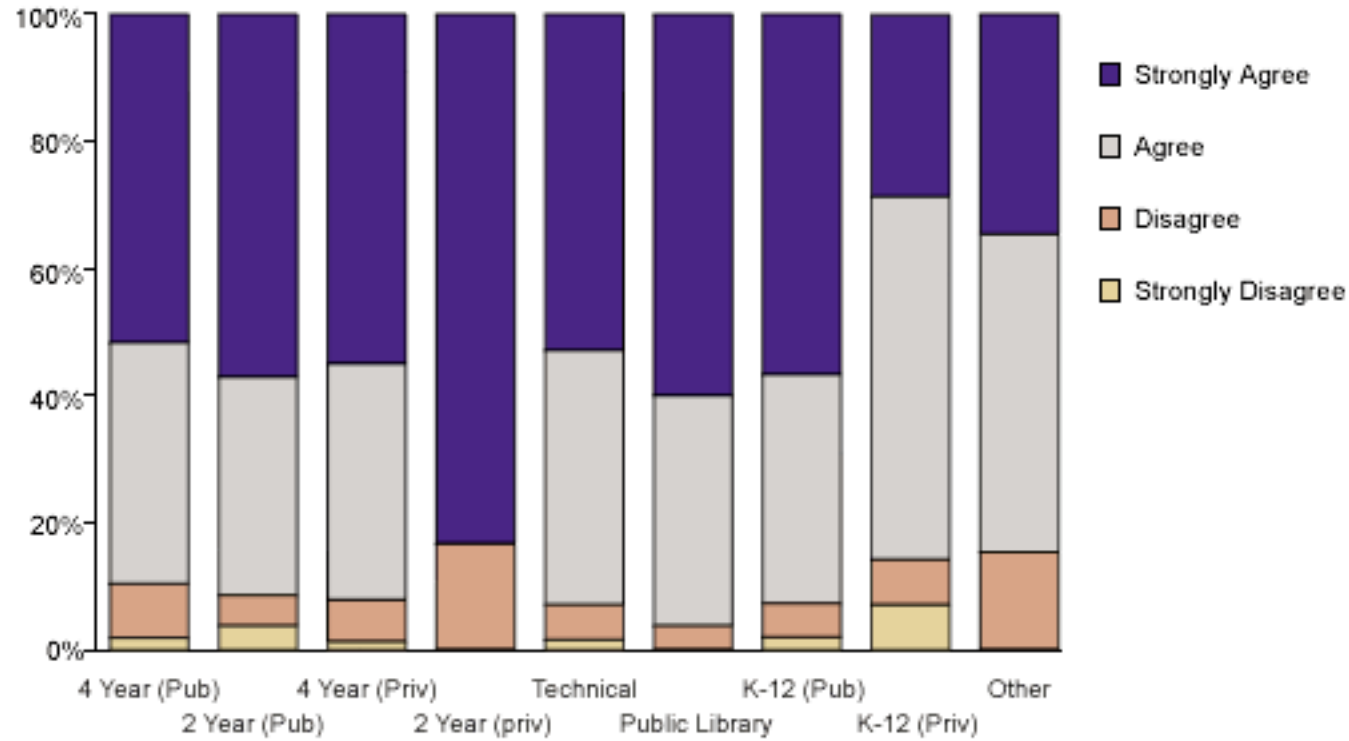


	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	45	54.9%	30	36.6%	6	7.3%	1	1.2%	82	100.00%
Student, Undergraduate	220	51.4%	161	37.6%	35	8.2%	12	2.8%	428	100.00%
Student, 2 year / Technical	63	49.6%	54	42.5%	7	5.5%	3	2.4%	127	100.00%
Student, K-12	70	43.5%	74	46.0%	12	7.5%	5	3.1%	161	100.00%
Librarian / Library Staff	143	62.2%	78	33.9%	8	3.5%	1	0.4%	230	100.00%
Media Specialist	46	66.7%	20	29.0%	3	4.3%	0	0%	69	100.00%
Faculty	73	57.5%	46	36.2%	8	6.3%	0	0%	127	100.00%
K-12 Teacher	18	52.9%	13	38.2%	2	5.9%	1	2.9%	34	100.00%
Public library user	8	38.1%	9	42.9%	4	19.0%	0	0%	21	100.00%
Other	30	56.6%	20	37.7%	3	5.7%	0	0%	53	100.00%
<b>Total</b>	<b>716</b>	<b>53.8%</b>	<b>505</b>	<b>37.9%</b>	<b>88</b>	<b>6.6%</b>	<b>23</b>	<b>1.7%</b>	<b>1332</b>	<b>100.00%</b>

**Topic: Using GALILEO databases saved me time**

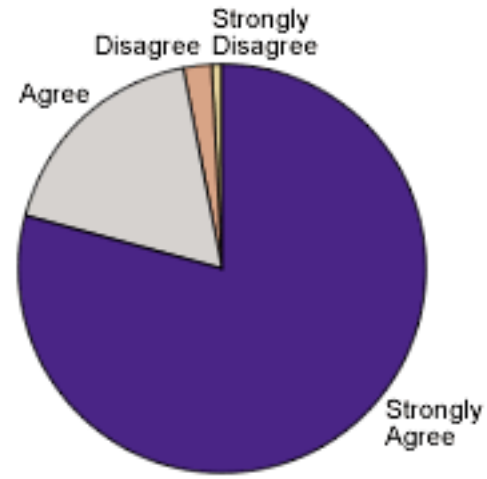
**Responses by Institution Type**

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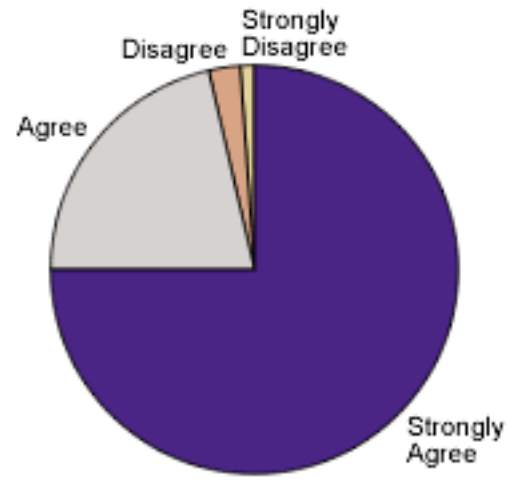
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	165	51.7%	121	37.9%	27	8.5%	6	1.9%	319	100.00%
2 Year (Pub)	60	57.1%	36	34.3%	5	4.8%	4	3.8%	105	100.00%
4 Year (Priv)	126	55.0%	85	37.1%	15	6.6%	3	1.3%	229	100.00%
2 Year (Priv)	5	83.3%	0	0%	1	16.7%	0	0%	6	100.00%
Technical	135	52.9%	102	40.0%	14	5.5%	4	1.6%	255	100.00%
Public Library	63	60.0%	38	36.2%	4	3.9%	0	0%	105	100.00%
K-12 (Pub)	140	56.7%	89	36.0%	13	5.3%	5	2.0%	247	100.00%
K-12 (Priv)	4	28.6%	8	57.1%	1	7.1%	1	7.1%	14	100.00%
Other	18	34.6%	26	50.0%	8	15.4%	0	0%	52	100.00%
<b>Total</b>	<b>716</b>	<b>53.8%</b>	<b>505</b>	<b>37.9%</b>	<b>88</b>	<b>6.6%</b>	<b>23</b>	<b>1.7%</b>	<b>1332</b>	<b>100.00%</b>

**Please indicate your opinion about GALILEO**  
**Topic: I think GALILEO is a valuable service**



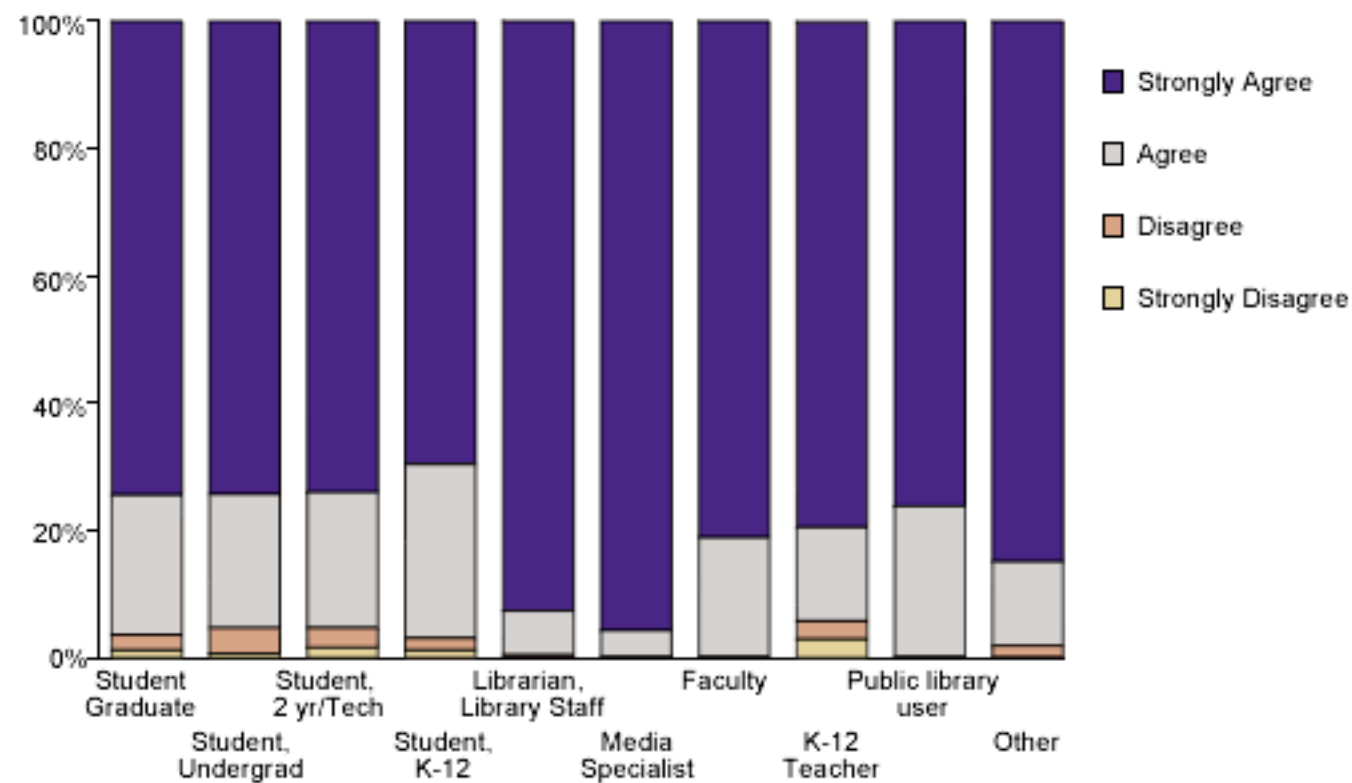
	Count	Percent
Strongly Agree	1055	79.2%
Agree	239	17.9%
Disagree	29	2.2%
Strongly Disagree	9	0.7%
Total	1332	100%
Average response: 3.71 out of 4		

**Topic: I think GALILEO is a valuable service**  
**All Responses *except* Librarians / Library Staff**



	Count	Percent
Strongly Agree	776	75.1%
Agree	220	21.3%
Disagree	28	2.7%
Strongly Disagree	9	0.9%
Total	1033	100%
Average response: 3.75 out of 4		

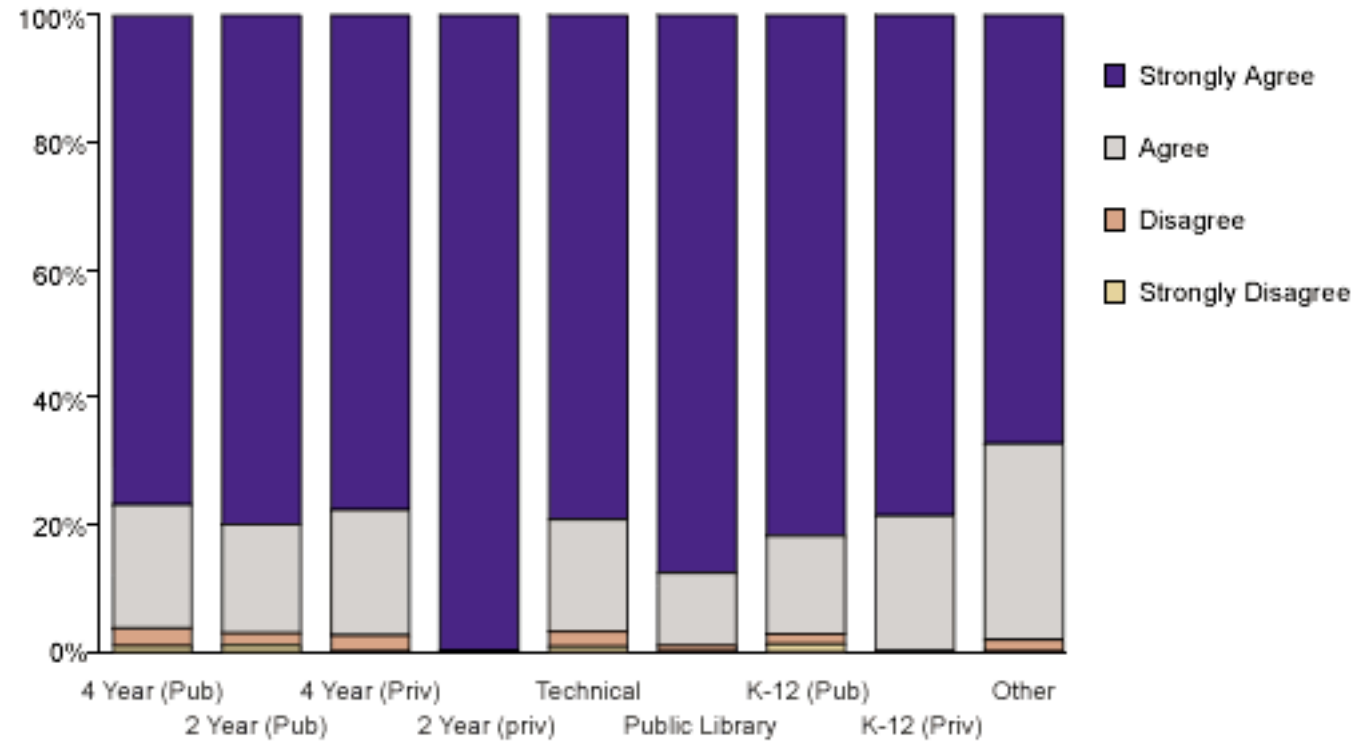
**Topic: I think GALILEO is a valuable service**  
**Responses by Type of User**





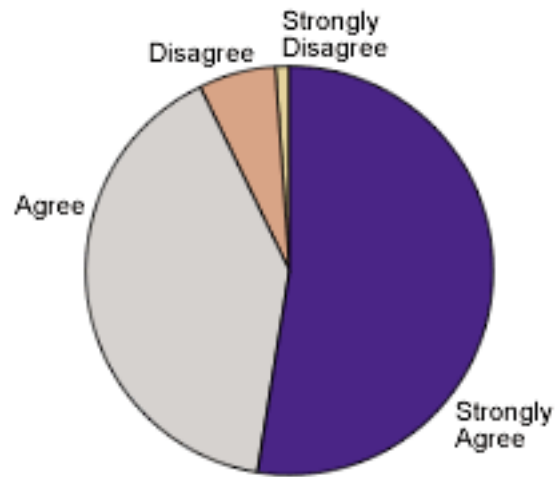
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	61	74.4%	18	22.0%	2	2.4%	1	1.2%	82	100.00%
Student, Undergraduate	318	74.3%	90	21.0%	17	4.0%	3	0.7%	428	100.00%
Student, 2 year / Technical	94	74.0%	27	21.3%	4	3.1%	2	1.6%	127	100.00%
Student, K-12	112	69.6%	44	27.3%	3	1.9%	2	1.2%	161	100.00%
Librarian / Library Staff	213	92.6%	16	7.0%	1	0.4%	0	0%	230	100.00%
Media Specialist	66	95.7%	3	4.3%	0	0%	0	0%	69	100.00%
Faculty	103	81.1%	24	18.9%	0	0%	0	0%	127	100.00%
K-12 Teacher	27	79.4%	5	14.7%	1	2.9%	1	2.9%	34	100.00%
Public library user	16	76.2%	5	23.8%	0	0%	0	0%	21	100.00%
Other	45	84.9%	7	13.2%	1	1.9%	0	0%	53	100.00%
<b>Total</b>	<b>1055</b>	<b>79.2%</b>	<b>239</b>	<b>17.9%</b>	<b>29</b>	<b>2.2%</b>	<b>9</b>	<b>0.7%</b>	<b>1332</b>	<b>100.00%</b>

**Topic: I think GALILEO is a valuable service**  
**Responses by Institution Type**



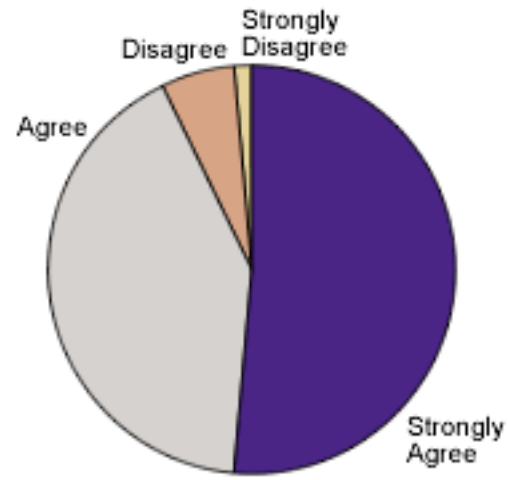
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	245	76.8%	62	19.4%	9	2.8	3	0.9%	319	100.00%
2 Year (Pub)	84	80.0%	18	17.1%	2	1.9%	1	1.0%	105	100.00%
4 Year (Priv)	178	77.7%	45	19.7%	6	2.6%	0	0%	229	100.00%
2 Year (Priv)	6	100.0%	0	0%	0	0%	0	0%	6	100.00%
Technical	202	79.2%	45	17.6%	6	2.4%	2	0.8%	255	100.00%
Public Library	92	87.6%	12	11.4%	1	1.0%	0	0%	105	100.00%
K-12 (Pub)	202	81.8%	38	15.4%	4	1.6%	3	1.2%	247	100.00%
K-12 (Priv)	11	78.6%	3	21.4%	0	0%	0	0%	14	100.00%
Other	35	67.3%	16	30.8%	1	1.9%	0	0%	52	100.00%
<b>Total</b>	<b>1055</b>	<b>79.2%</b>	<b>239</b>	<b>17.9%</b>	<b>29</b>	<b>2.2%</b>	<b>9</b>	<b>0.7%</b>	<b>1332</b>	<b>100.00%</b>

**Please indicate your opinion about GALILEO**  
**Topic: I think GALILEO response time is acceptable**



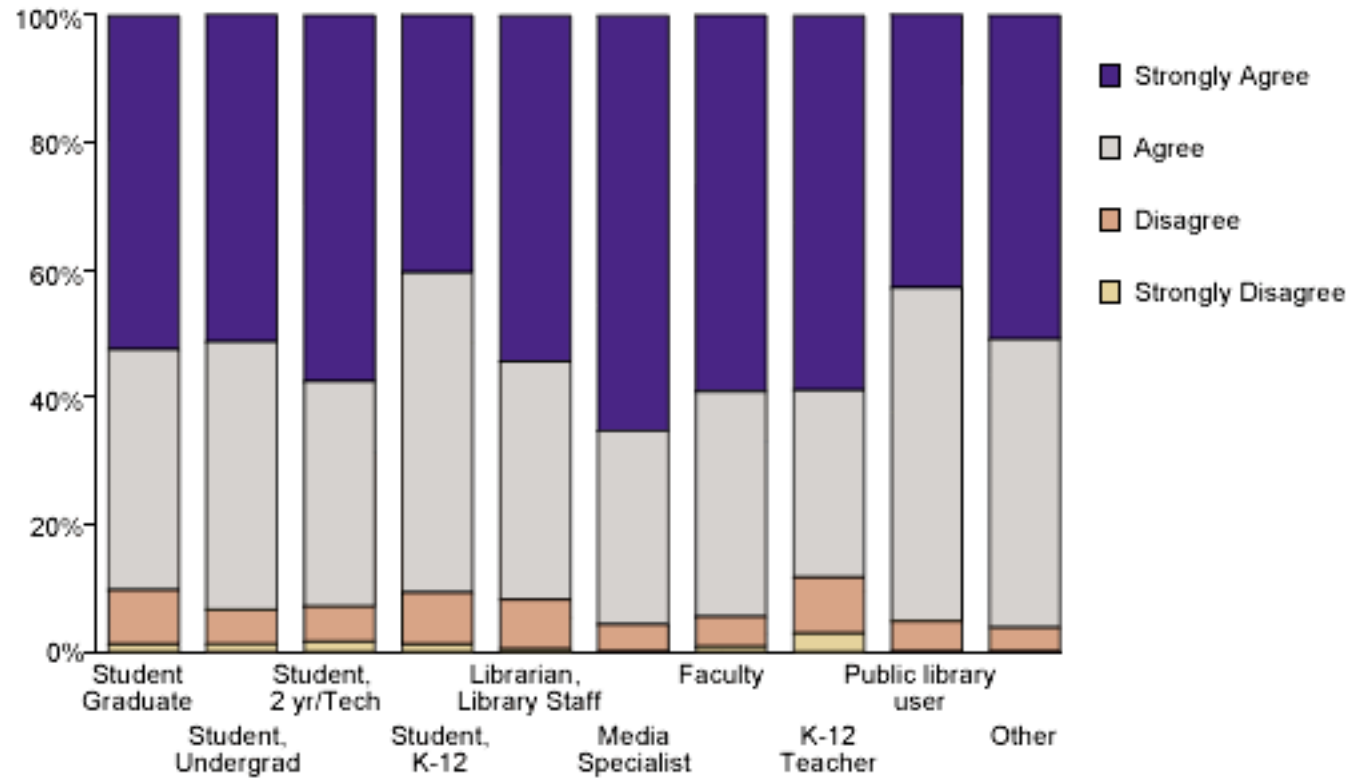
	Count	Percent
Strongly Agree	702	52.7%
Agree	534	40.1%
Disagree	83	6.2%
Strongly Disagree	13	1.0%
Total	1332	100%
Average response: 3.45 out of 4		

**Topic: I think GALILEO response time is acceptable**  
**All Responses *except* Librarians / Library Staff**



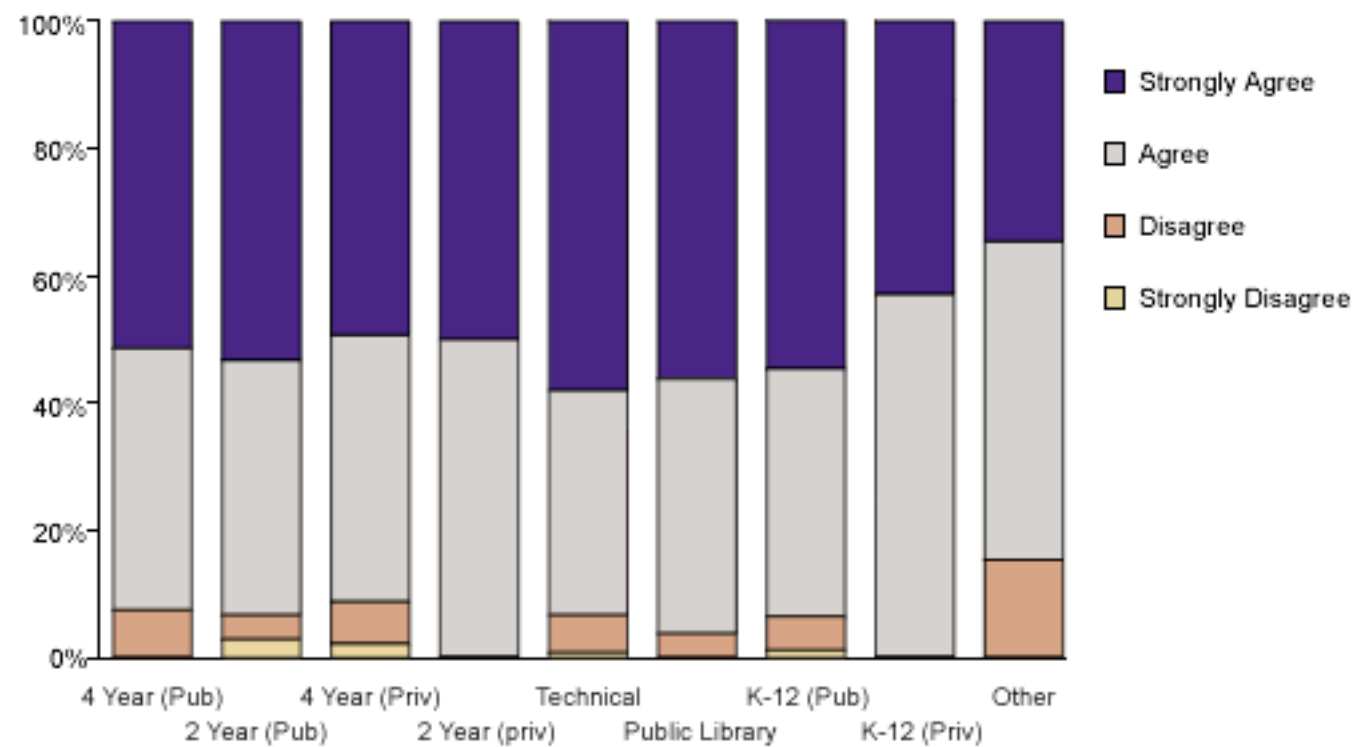
	Count	Percent
Strongly Agree	532	51.5%
Agree	427	41.3%
Disagree	62	6.0%
Strongly Disagree	12	1.2%
Total	1033	100%
Average response: 3.43 out of 4		

**Topic: I think GALILEO response time is acceptable**  
**Responses by Type of User**



	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	43	52.4%	31	37.8%	7	8.5%	1	1.2%	82	100.00%
Student, Undergraduate	220	51.4%	180	42.1%	23	5.4%	5	1.2%	428	100.00%
Student, 2 year / Technical	73	57.5%	45	35.4%	7	5.5%	2	1.6%	127	100.00%
Student, K-12	65	40.4%	81	50.3%	13	8.1%	2	1.2%	161	100.00%
Librarian / Library Staff	125	54.3%	86	37.4%	18	7.8%	1	0.4%	230	100.00%
Media Specialist	45	65.2%	21	30.4%	3	4.3%	0	0%	69	100.00%
Faculty	75	59.1%	45	35.4%	6	4.7%	1	0.8%	127	100.00%
K-12 Teacher	20	58.8%	10	29.4%	3	8.8%	1	2.9%	34	100.00%
Public library user	9	42.9%	11	52.4%	1	4.8%	0	0%	21	100.00%
Other	27	50.9%	24	45.3%	2	3.8%	0	0%	53	100.00%
<b>Total</b>	<b>702</b>	<b>52.7%</b>	<b>534</b>	<b>40.1%</b>	<b>83</b>	<b>6.2%</b>	<b>13</b>	<b>1.0%</b>	<b>1332</b>	<b>100.00%</b>

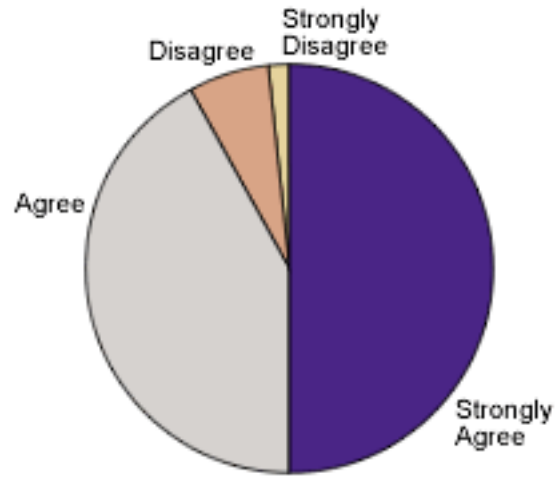
**Topic: I think GALILEO response time is acceptable**  
**Responses by Institution Type**





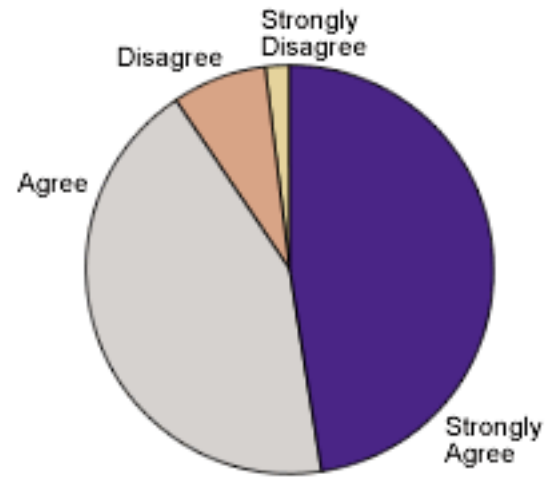
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	164	51.4%	131	41.1%	24	7.5%	0	0%	319	100.00%
2 Year (Pub)	56	53.3%	42	40.0%	4	3.8%	3	2.9%	105	100.00%
4 Year (Priv)	113	49.3%	96	41.9%	15	6.6%	5	2.2%	229	100.00%
2 Year (Priv)	3	50.0%	3	50.0%	0	0%	0	0%	6	100.00%
Technical	148	58.0%	90	35.3%	15	5.9%	2	0.8%	255	100.00%
Public Library	59	56.2%	42	40.0%	4	3.8%	0	0%	105	100.00%
K-12 (Pub)	135	54.7%	96	38.9%	13	5.3%	3	1.2%	247	100.00%
K-12 (Priv)	6	42.9%	8	57.1%	0	0%	0	0%	14	100.00%
Other	18	34.6%	26	50.0%	8	15.4%	0	0%	52	100.00%
<b>Total</b>	<b>702</b>	<b>52.7%</b>	<b>534</b>	<b>40.1%</b>	<b>83</b>	<b>6.2</b>	<b>13</b>	<b>1.0%</b>	<b>1332</b>	<b>100.00%</b>

**Please indicate your opinion about GALILEO**  
**Topic: GALILEO met my information needs**



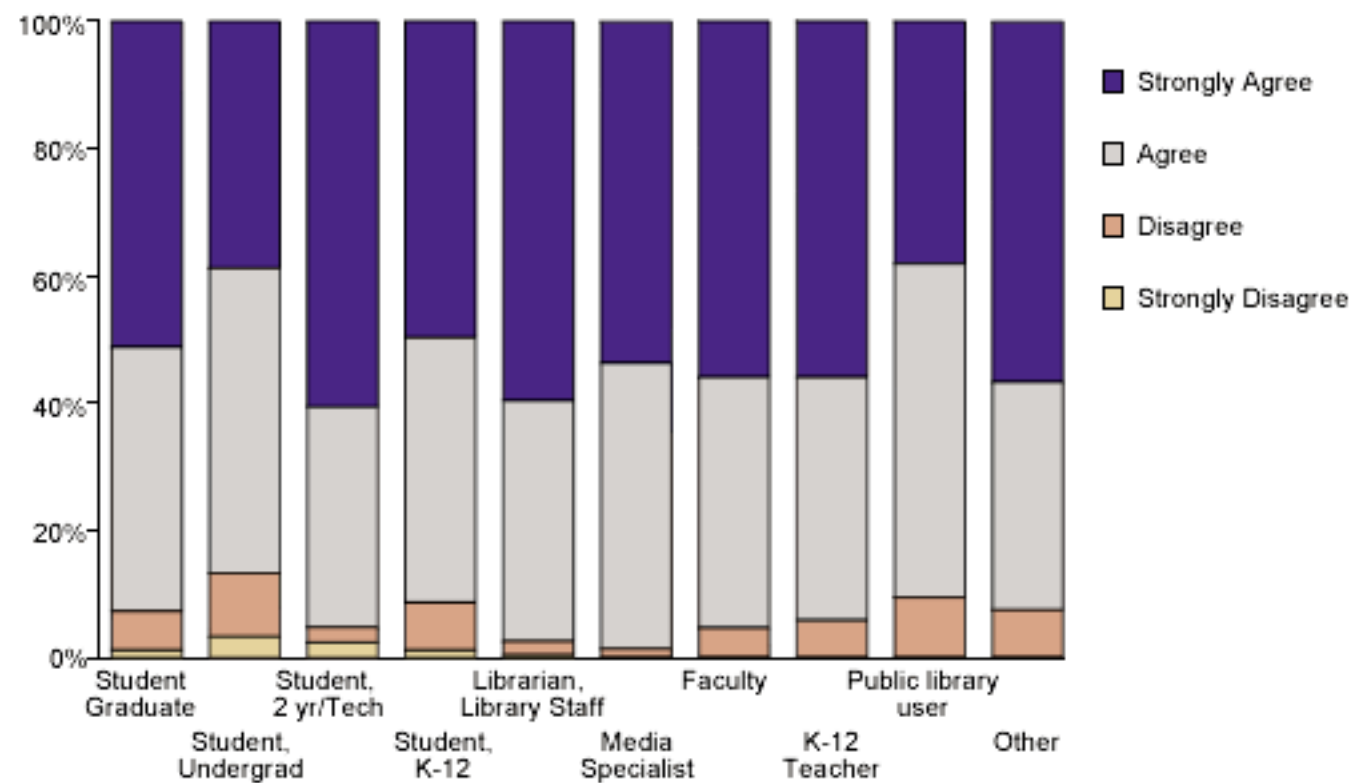
	Count	Percent
Strongly Agree	667	50.1%
Agree	561	42.1%
Disagree	83	6.2%
Strongly Disagree	21	1.6%
Total	1332	100%
Average response: 3.41 out of 4		

**Topic: GALILEO met my information needs**  
**All Responses *except* Librarians / Library Staff**



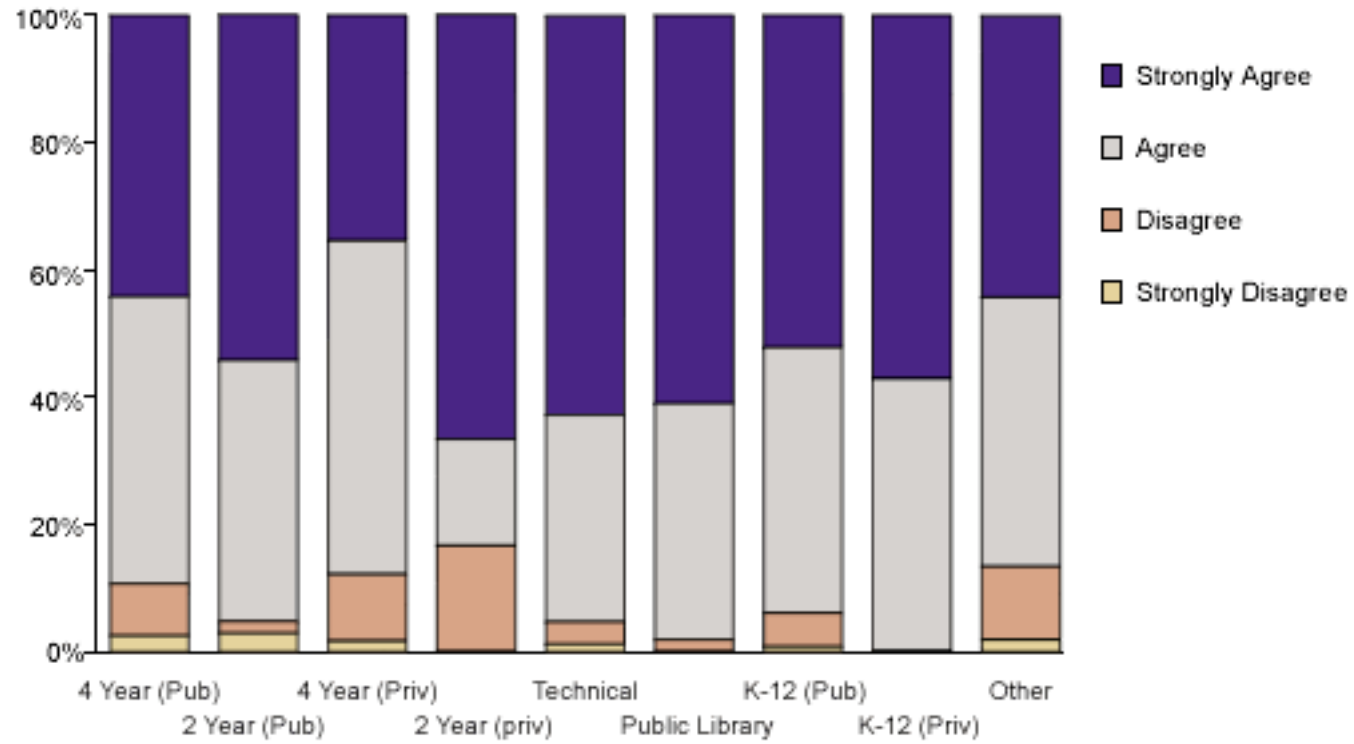
	Count	Percent
Strongly Agree	493	47.7%
Agree	443	42.9%
Disagree	77	7.5%
Strongly Disagree	20	1.9%
Total	1033	100%
Average response: 3.36 out of 4		

**Topic: GALILEO met my information needs**  
**Responses by Type of User**



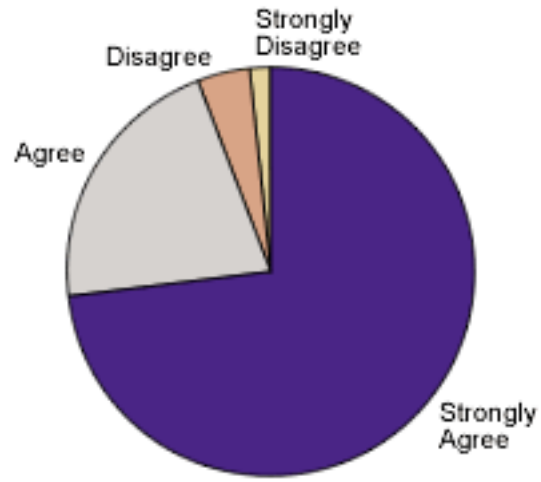
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	42	51.2%	34	41.5%	5	6.1%	1	1.2%	82	100.00%
Student, Undergraduate	166	38.8%	205	47.9%	43	10.0%	14	3.3%	428	100.00%
Student, 2 year / Technical	77	60.6%	44	34.6%	3	2.4%	3	2.4%	127	100.00%
Student, K-12	80	49.7%	67	41.6%	12	7.5%	2	1.2%	161	100.00%
Librarian / Library Staff	137	59.6%	87	37.8%	5	2.2%	1	0.4%	230	100.00%
Media Specialist	37	53.6%	31	44.9%	1	1.4%	0	0%	69	100.00%
Faculty	71	55.9%	50	39.4%	6	4.7%	0	0%	127	100.00%
K-12 Teacher	19	55.9%	13	38.2%	2	5.9%	0	0%	34	100.00%
Public library user	8	38.1%	3	152.4%	2	9.5%	0	0%	21	100.00%
Other	30	56.6%	19	35.8%	4	7.5%	0	0%	53	100.00%
<b>Total</b>	<b>667</b>	<b>50.1%</b>	<b>561</b>	<b>42.1%</b>	<b>83</b>	<b>6.2%</b>	<b>21</b>	<b>1.6%</b>	<b>1332</b>	<b>100.00%</b>

**Topic: GALILEO met my information needs**  
**Responses by Institution Type**



	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	141	44.2%	144	45.1%	26	8.2%	8	2.5%	319	100.00%
2 Year (Pub)	57	54.3%	43	41.0%	2	1.9%	3	2.9%	105	100.00%
4 Year (Priv)	81	35.4%	120	52.4%	24	10.5%	4	1.7%	229	100.00%
2 Year (Priv)	4	66.7%	1	16.7%	1	16.7%	0	0%	6	100.00%
Technical	160	62.7%	83	32.5%	9	3.5%	3	1.2%	255	100.00%
Public Library	64	61.0%	39	37.1%	2	1.9%	0	0%	105	100.00%
K-12 (Pub)	129	52.2%	103	41.7%	13	5.3%	2	0.8%	247	100.00%
K-12 (Priv)	8	57.1%	6	42.9%	0	0%	0	0%	14	100.00%
Other	23	42.2%	22	42.3%	6	11.5%	1	1.9%	52	100.00%
<b>Total</b>	<b>667</b>	<b>50.1%</b>	<b>561</b>	<b>42.1%</b>	<b>83</b>	<b>6.2%</b>	<b>21</b>	<b>1.6%</b>	<b>1332</b>	<b>100.00%</b>

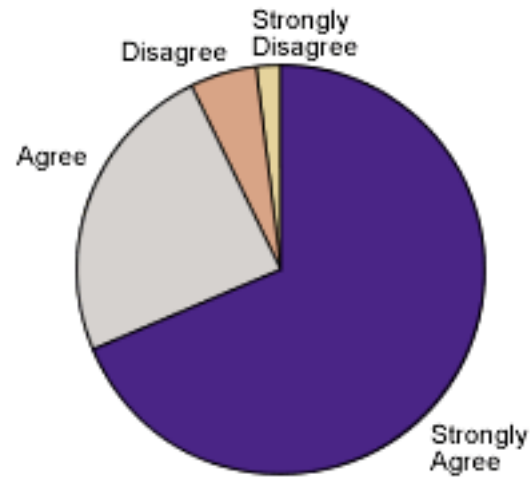
**Please indicate your opinion about GALILEO**  
**Topic: I would recommend GALILEO to a friend**



	Count	Percent
Strongly Agree	976	73.3%
Agree	281	21.1%
Disagree	55	4.1%
Strongly Disagree	20	1.5%
Total	1332	100%
Average response: 3.66 out of 4		

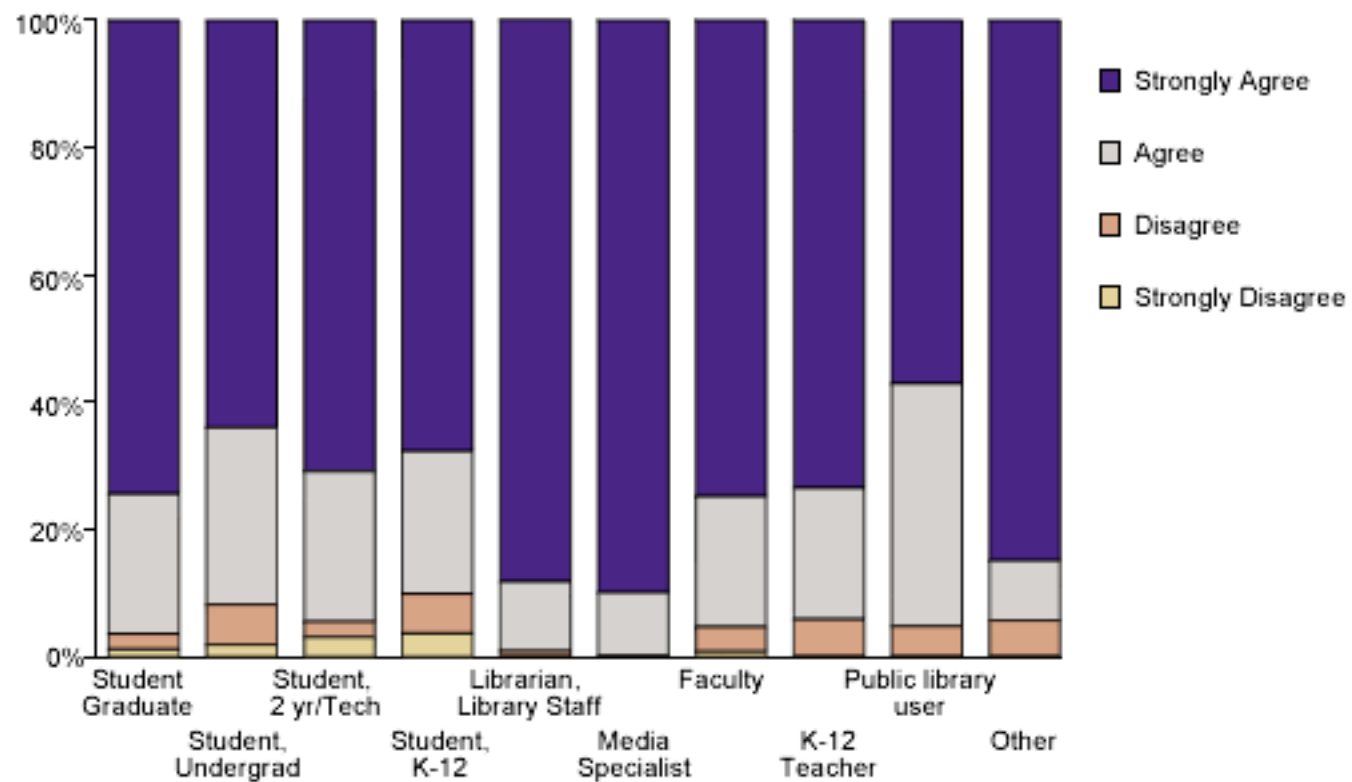


**Topic: I would recommend GALILEO to a friend**  
**All Responses *except* Librarians / Library Staff**



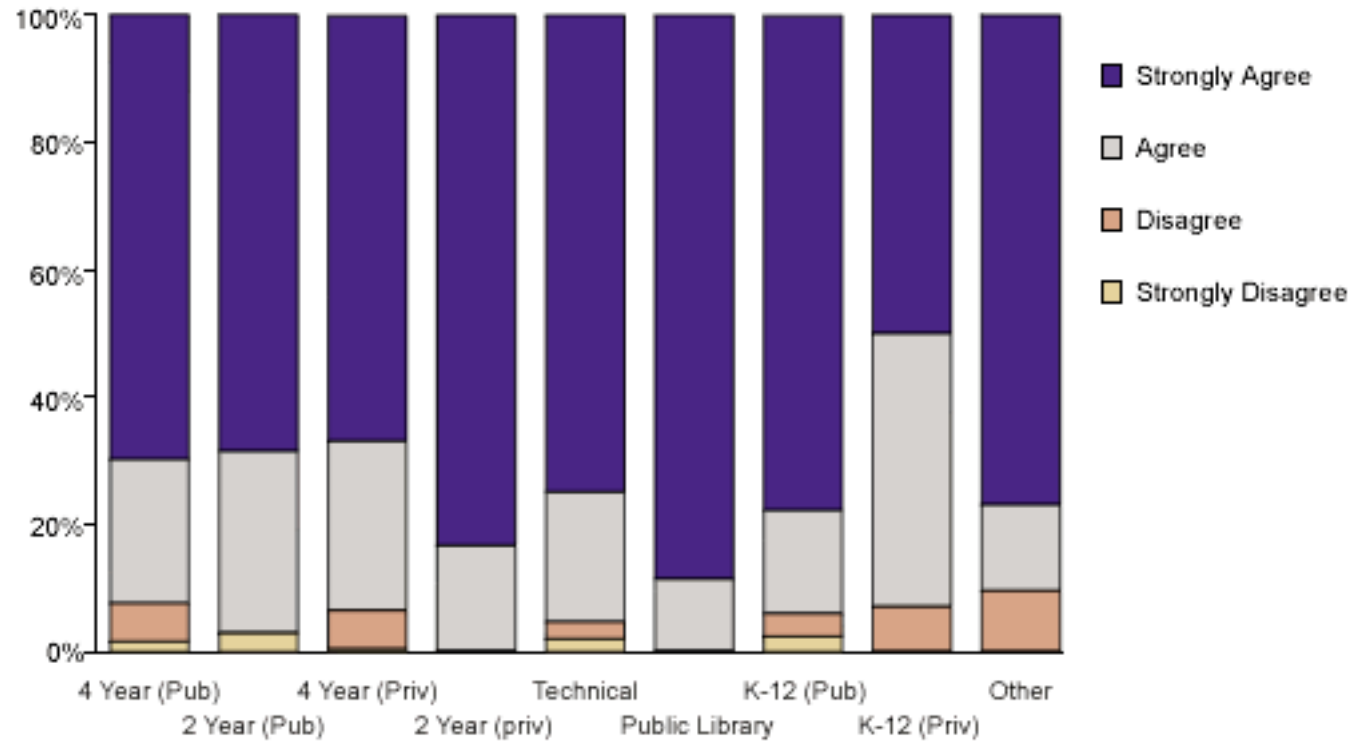
	Count	Percent
Strongly Agree	711	68.8%
Agree	249	24.1%
Disagree	53	5.1%
Strongly Disagree	20	1.9%
Total	1033	100%
Average response: 3.60 out of 4		

**Topic: I would recommend GALILEO to a friend**  
**Responses by Type of User**



	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	61	74.4%	18	22.0%	2	2.4%	1	1.2%	82	100.00%
Student, Undergraduate	274	64.0%	119	27.8%	27	6.3%	8	1.9%	428	100.00%
Student, 2 year / Technical	90	70.9%	30	23.6%	3	2.4%	4	3.1%	127	100.00%
Student, K-12	109	67.7%	36	22.4%	10	6.2%	6	3.7%	161	100.00%
Librarian / Library Staff	203	88.3%	25	10.9%	2	0.9%	0	0%	230	100.00%
Media Specialist	62	89.9%	7	10.1	0	0%	0	0%	69	100.00%
Faculty	95	74.8%	26	20.5%	5	3.9%	1	0.8%	127	100.00%
K-12 Teacher	25	73.5%	7	20.6%	2	5.9%	0	0%	34	100.00%
Public library user	12	57.1%	8	38.1	1	4.8%	0	0%	21	100.00%
Other	45	84.9%	5	9.4%	3	5.7%	0	0%	53	100.00%
<b>Total</b>	<b>976</b>	<b>73.3%</b>	<b>281</b>	<b>21.1%</b>	<b>55</b>	<b>4.1%</b>	<b>20</b>	<b>1.5%</b>	<b>1332</b>	<b>100.00%</b>

**Topic: I would recommend GALILEO to a friend**  
**Responses by Institution Type**



	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	223	69.9%	72	22.6%	19	6.0%	5	1.6%	319	100.00%
2 Year (Pub)	72	68.6%	30	28.6%	0	0%	3	2.9%	105	100.00%
4 Year (Priv)	153	66.8%	61	26.6%	14	6.1%	1	0.4%	229	100.00%
2 Year (Priv)	5	83.3%	1	16.7%	0	0%	0	0%	6	100.00%
Technical	191	74.9%	52	20.4%	7	2.7%	5	2.0%	255	100.00%
Public Library	93	88.6%	12	11.4%	0	0%	0	0%	105	100.00%
K-12 (Pub)	192	77.7%	40	16.2%	9	3.6%	6	2.4%	247	100.00%
K-12 (Priv)	7	50.0%	6	42.9%	1	7.1%	0	0%	14	100.00%
Other	40	76.9%	7	13.5%	5	9.6%	0	0%	52	100.00%
<b>Total</b>	<b>976</b>	<b>73.3%</b>	<b>281</b>	<b>21.1%</b>	<b>55</b>	<b>4.1%</b>	<b>20</b>	<b>1.5%</b>	<b>1332</b>	<b>100.00%</b>

### **I would improve GALILEO by...**

The number of usable surveys returned (1332) increased 92% over last year (692 in 2005) and increased 113% over 2004 (623). This year, incentives, including an Apple iPod, were offered for completing the survey. Of the 1332 respondents, 627 (47%) completed the narrative questions, "I would improve GALILEO by..." Well over half of the responses (66%) to this question were neutral, neither positive nor negative. The neutral designation was given to such responses as suggestions for content or interface improvements. Some representative positive comments are below.

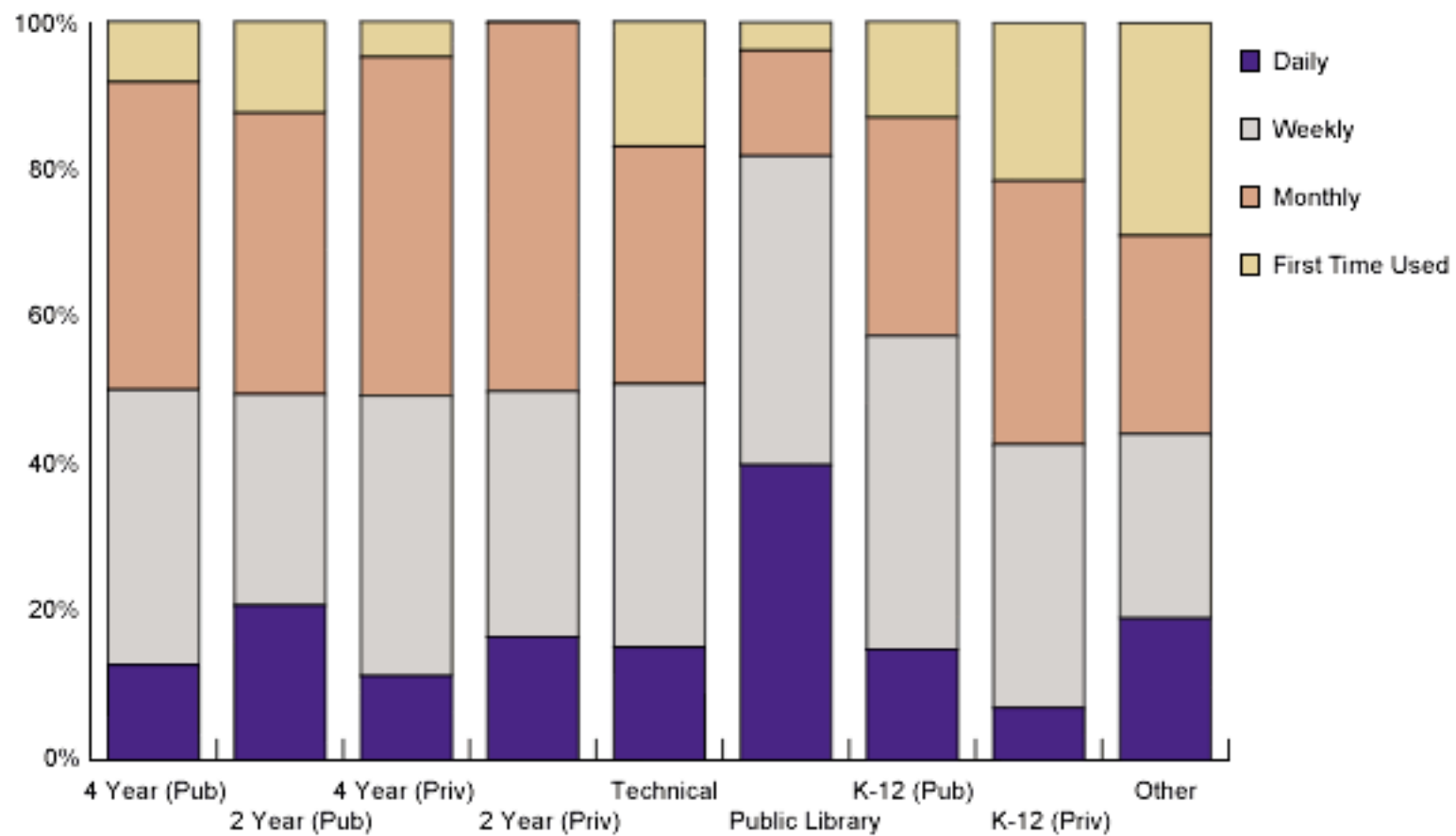
- Whenever I need an article from GALILEO, it is always easy to use and I find everything I am looking for within 5 minutes. I do not think GALILEO has a need for improvements.
- I wouldn't improve GALILEO because GALILEO has everything I need to find or do whatever it is I need to do for my in-school or out of school assignments. It's the next Google.
- GALILEO is one of the best public services the state of Georgia university system offers. It could use a few more resources for children that are interactive, but the research area of it is first rate.
- The only thing that could be enhanced is making the site a little more user-friendly. Until one of my professors went through it with the class, I never understood its full potential and wealth of information. Before I had only used EBSCOhost. Then again, I could just be overwhelmed by the multitude of information. : )
- Using galileo helps me find information I need. I make good grades using this research.
- I love GALILEO, it is a great tool for research, I am in AP Courses and I am constantly doing research on GALILEO. It has improved tremendously and I applaud everything that has been done to maintain the site.

GALILEO implemented Quick Search, a federated search product from WebFeat, in March 2006 and an SFX-powered journal locator in August 2006, so some survey comments related to the new functionality. Ten percent of the respondents mentioned multiple database searching in general or Quick Search in particular. Opinions were mixed with some positive ("It's great. The new enhancements make it so much easier to navigate the wealth of information") and some negative ("Get rid of the search function on the front page, since most students search there, don't find what they are looking for, and then they give it up"). Only three respondents mentioned the journal locator.

While fewer respondents asked specifically for more full-text content (a 10% decrease from last year), 14% more requested more content, or specifically, more databases. Fewer respondents mentioned specific products this year (.16% compared to 15% in 2005).

The addition of guides and tutorials was mentioned by several respondents in this year's survey. The GALILEO web site currently features an "Introduction to Quick Search" guide and a longer tutorial initially designed as a bibliographic instruction module. Respondents suggested quick guides ("One sheet guide on home page entitled 'GALILEO for Dummies'"), video tutorials, subject guides, audience-specific guides (tutorials for kids or a "high school students instruction page"), and context-sensitive help.

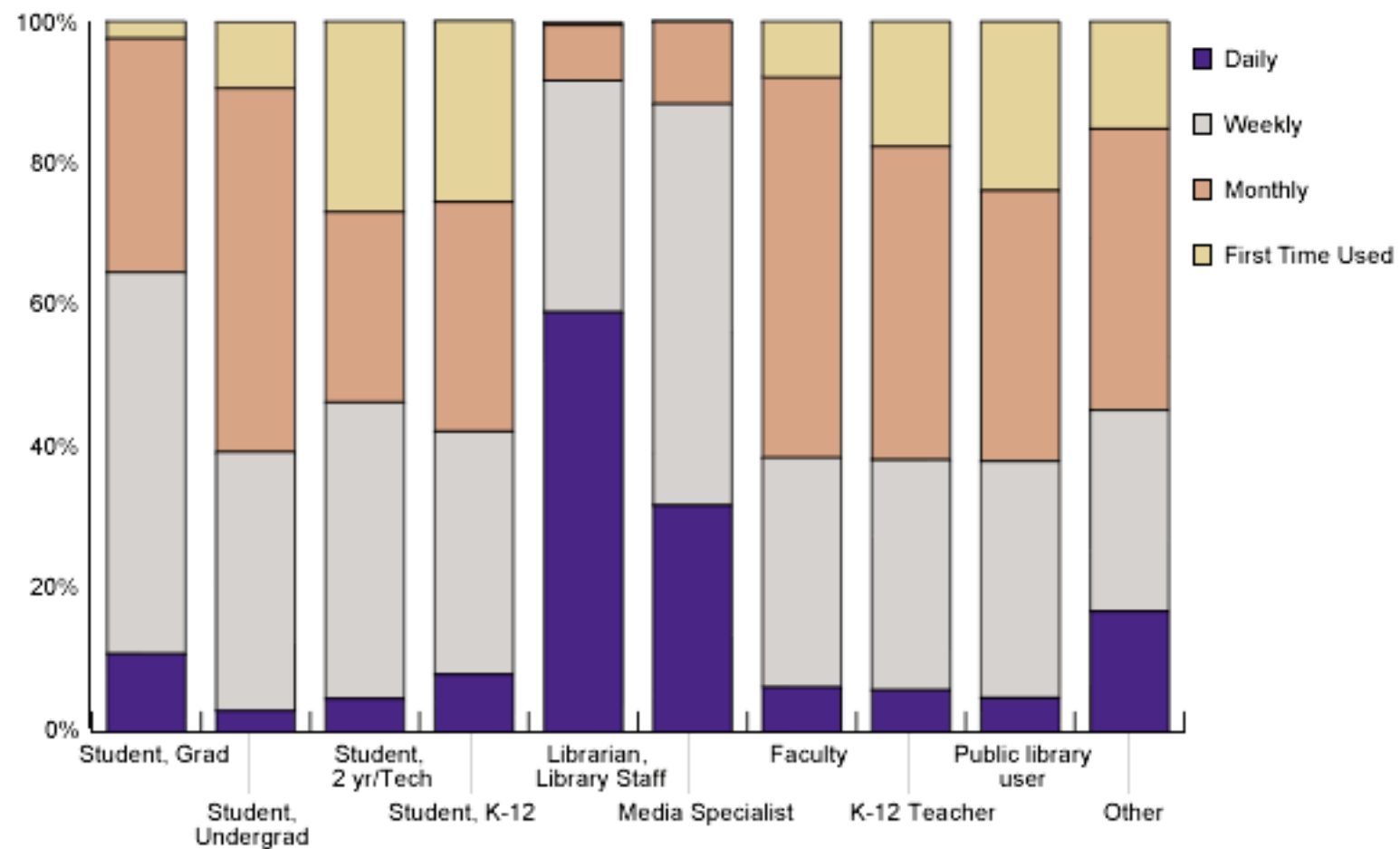
**How often do you use GALILEO?  
Responses by Institutional Type**





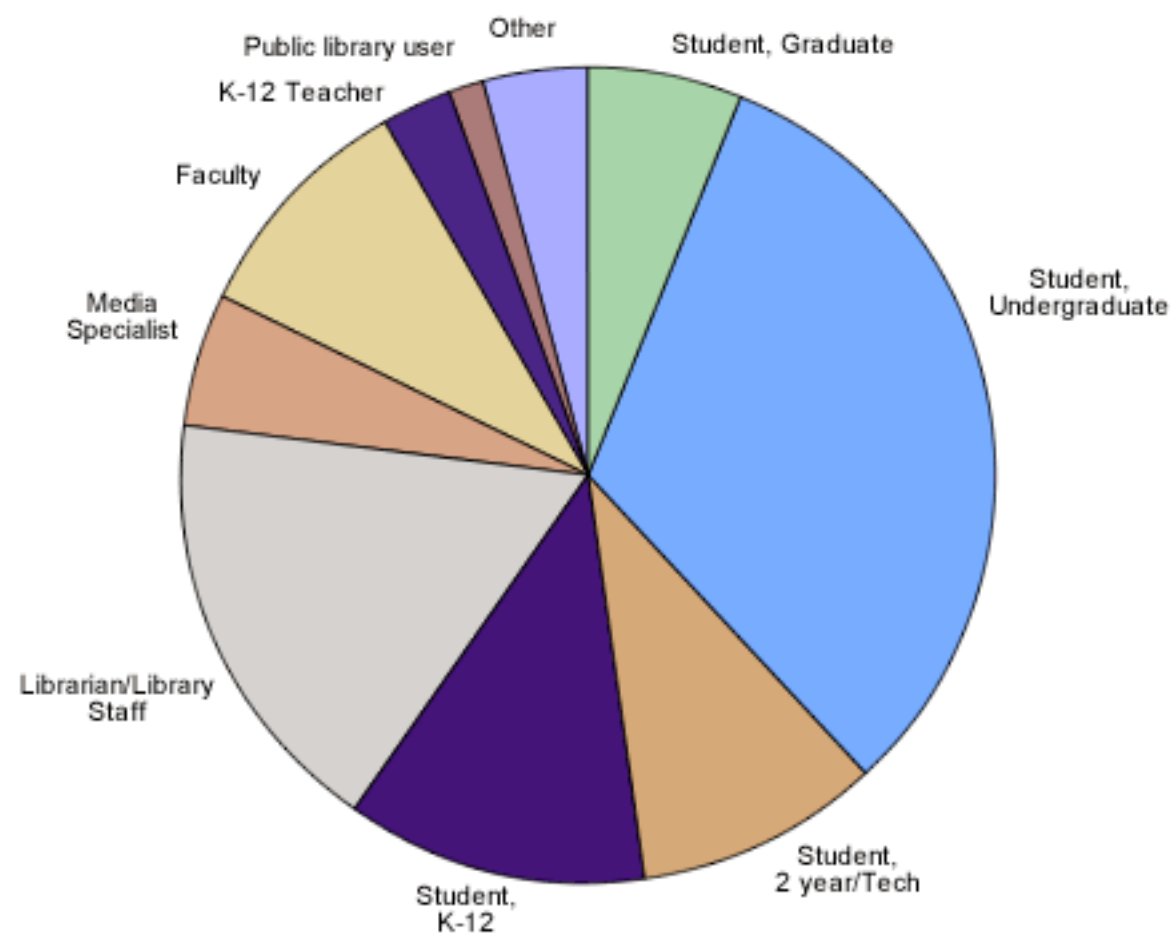
Choice	daily		weekly		monthly		first time used		Totals	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
<b>4 Year (Pub)</b>	41	12.9%	119	37.3%	133	41.7%	26	8.2%	319	100%
<b>2 Year (Pub)</b>	22	21.0%	30	28.6%	40	38.1%	13	12.4%	105	100%
<b>4 Year (Priv)</b>	26	11.4%	87	38.0%	105	45.9%	11	4.8%	229	100%
<b>2 Year (Priv)</b>	1	16.7%	2	33.3%	3	50.0%	0	0.00%	6	100%
<b>Technical</b>	39	15.0%	91	35.7%	82	32.2%	43	16.9%	255	100%
<b>Public Library</b>	42	40.0%	44	41.9%	15	14.3%	4	3.8%	105	100%
<b>K-12 (Pub)</b>	37	15.0%	105	42.5%	73	29.6%	32	13.0%	247	100%
<b>K-12 (Priv)</b>	1	7.1%	5	35.7%	5	35.7%	3	21.4%	14	100%
<b>Other</b>	10	19.2%	13	25.0%	14	26.9%	15	28.8%	52	100%
<b>Totals</b>	219	16.4%	496	37.2%	470	35.3%	147	11.0%	1332	100%

## Responses by User Type



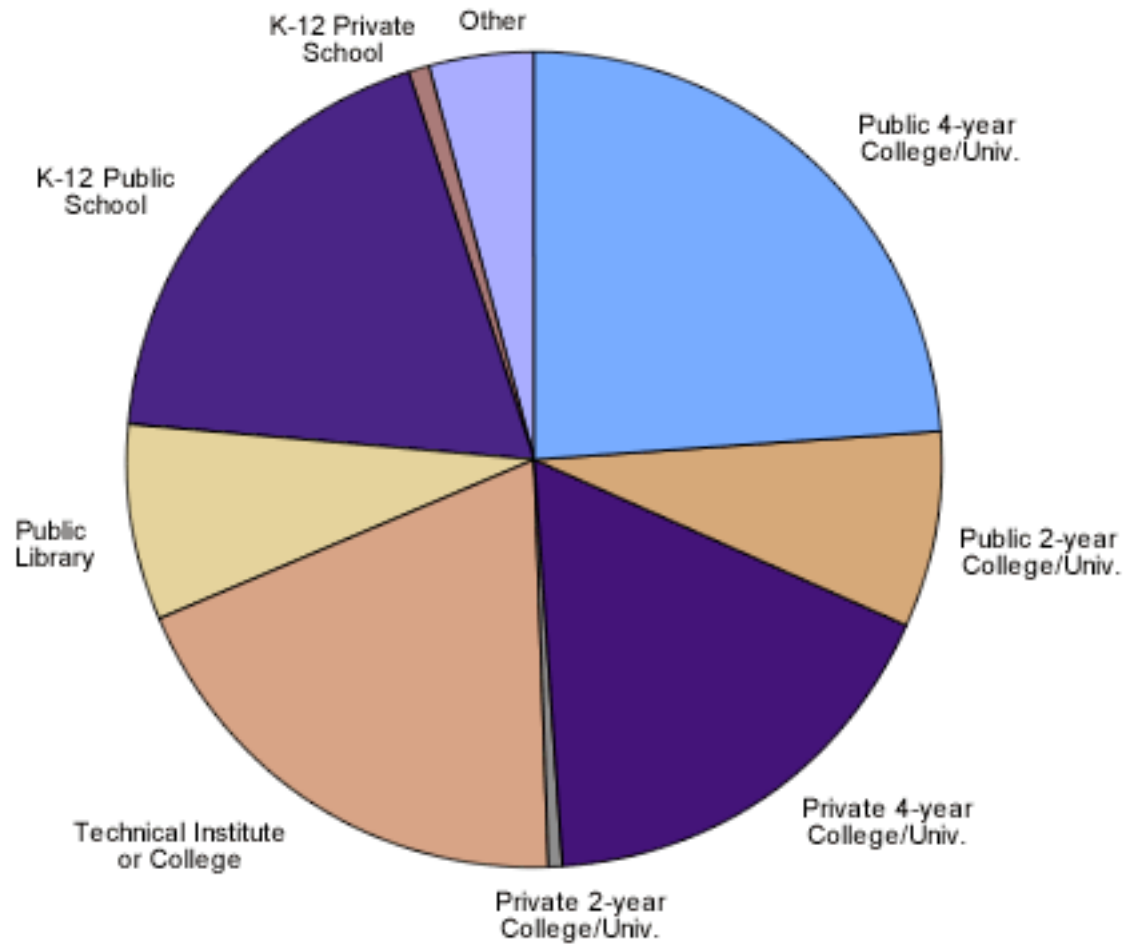
Choice	daily		weekly		monthly		first time used		Totals	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
<b>Student, Graduate</b>	9	11.0%	44	53.7%	27	32.9%	2	2.4%	82	100%
<b>Student, Undergraduate</b>	13	3.0%	156	36.4%	219	51.2%	40	9.3%	428	100%
<b>Student, 2 year/Technical</b>	6	4.7%	53	41.7%	34	26.8%	34	26.8%	127	100%
<b>Student, K-12</b>	13	8.1%	55	34.2%	52	32.3%	41	25.5%	161	100%
<b>Librarian/Library Staff</b>	136	59.1%	75	32.6%	18	7.8%	1	0.4%	230	100%
<b>Media Specialist</b>	22	31.9%	39	56.5%	8	11.6%	0	0.00%	69	100%
<b>Faculty</b>	8	6.3%	41	32.3%	68	53.5%	10	7.9%	127	100%
<b>K-12 Teacher</b>	2	5.9%	11	32.4%	15	44.1%	6	17.6%	34	100%
<b>Public library user</b>	1	4.8%	7	33.3%	8	38.1%	5	23.8%	21	100%
<b>Other</b>	9	17.0%	15	28.3%	21	39.6%	8	15.1%	53	100%
<b>Totals</b>	219	16.4%	496	37.2%	470	35.3%	147	11.0%	1332	100%

**Respondent Demographics**  
**Number of responses by type of user**



Institution Type	Count	Percent
Student, Graduate	82	6.2%
Student, Undergraduate	428	32.1%
Student, 2 year/Technical	127	9.5%
Student, K-12	161	12.1%
Librarian/Library Staff	230	17.3%
Media Specialist	69	5.2%
Faculty	127	9.5%
K-12 Teacher	34	2.6%
Public library user	21	1.6%
Other	53	4.0%
Total	1332	100%

### Number of responses by type of institution



Institution Type	Count	Percent
Public 4-year College/University	319	23.9%
Public 2-year College/University	105	7.9%
Private 4-year College/University	229	17.2%
Private 2-year College/University	6	0.5%
Technical Institute or College	255	19.1%
Public Library	105	7.9%
K-12 Public School	247	18.5%
K-12 Private School*	14	1.1%
Other	52	3.9%
Total	1332	100%

**I would improve GALILEO by...**

Coding Categories	Codes	Number of Occurrences	Percentage of
<b>Evaluation</b>	p [positive]	105	
	n [negative]	60	
	u [neutral]	413	
	m [mixed]	18	
	a [ambiguous]	7	
	x [uncodable}	24	
	<b>Total</b>	<b>627</b>	<b>100%</b>
<b>Technical</b>	bibliographic software	3	
	browser windows, spawned	2	
	connection availability	9	
	speed	28	
	statistics tool	1	
	error messages	1	
	broken links	2	
	security	1	



	<b>Total</b>	<b>47</b>	<b>7%</b>
<b>Coverage</b>	more full text	26	
	more databases/content	197	
	currency	3	
	more journals	15	
	more newspapers (full text)	6	
	scholarly publications	4	
	more e-books	1	
	audio-visual content	2	
	more encyclopedias	1	
	retrospective coverage	2	
	children's resources	3	
	middle school resources	2	
	high school resources	4	
	public library resources	1	
	biographical sources	1	
	Internet resources	3	

	humanities	1	
	arts	2	
	history	4	
	language/linguistics	1	
	literature	13	
	music	2	
	sciences	9	
	medical	1	
	nursing/allied health	2	
	reference works	1	
	popular culture	1	
	women's studies	1	
	foreign affairs	1	
	education	2	
	law and criminology	2	
	mathematics	1	
	genealogy	1	

	readers' advisory tools	1	
	public records	1	
	specific products	11	
	<b>Total</b>	<b>329</b>	<b>52%</b>
<b>Policy</b>	access	12	
	funding	1	
	passwords	12	
	publicity	9	
	<b>Total</b>	<b>34</b>	<b>5%</b>
<b>Interface</b>	home page	40	
	menus	14	
	simplify	105	
	Kids' Page/link to Kids'	6	
	multimedia	8	
	accessibility	1	
	<b>Total</b>	<b>174</b>	<b>28%</b>
<b>Function</b>	locations/journal lists/journal locator	6	

	multiple db searching/ Quick Search	63	
	customize/GLRI	1	
	database function	13	
	full-text linking/SFX	8	
	searchability	71	
	<b>Total</b>	<b>162</b>	<b>26%</b>
<b>Beyond GALILEO's Control</b>	y [yes}	3	
	<b>Total</b>	<b>3</b>	<b>0%</b>
<b>Misconception</b>	y [yes]	14	
	<b>Total</b>	<b>14</b>	<b>2%</b>
<b>Instruction/ Help</b>	y [yes]	44	
	<b>Total</b>	<b>44</b>	<b>7%</b>
<b>Uncodable</b>	u [neutral]	24	
	<b>Total</b>	<b>24</b>	<b>4%</b>