

# **GALILEO User Survey 2007 Report**

## **Measuring GALILEO Performance**

The annual GALILEO survey is conducted to ascertain user satisfaction and usage habits of GALILEO resources. The 2007 survey was conducted from November 6 to November 12, 2007. All surveys were gathered via the GALILEO web site and could be completed at any time of the day or night. A total of 971 usable surveys were completed.

The highest percentage of submitted surveys came from the K-12 public school consortium (38.1%), followed by state four-year universities and colleges (19.1%). In 2006, the state four-year universities and colleges led at 23.9%.

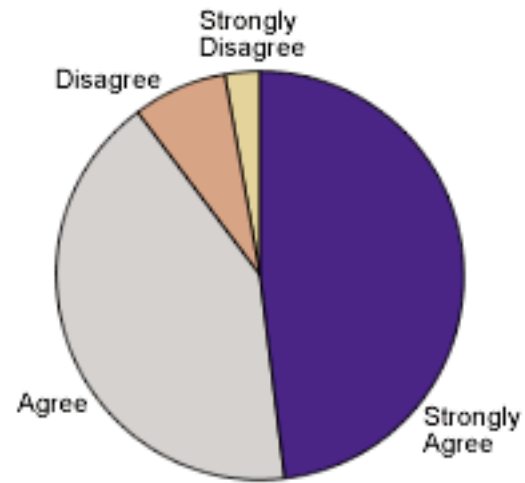
Respondents were asked to self-identify their roles as GALILEO users. Librarians and media specialists comprised the largest population of respondents (21.7% and 15.3%, respectively); however, undergraduate students were close behind at 13.2%, followed by academic faculty and K-12 teachers. In an effort to better gauge user satisfaction and habits of end user populations, percentages were recalculated with librarians' and media specialists' responses removed.

On the survey, respondents were asked to specify their level of agreement to six statements about their satisfaction with GALILEO. These statements pertained to the reliability, responsiveness, and perceived value of GALILEO. Compared to responses on the 2006 annual survey, positive responses in which respondents marked "strongly agree" to each statement increased slightly in all areas. For example, in response to the statement, "I think GALILEO is a valuable service," a total of 85.9% marked "strongly agree" in 2007 and a total of 79.2% in 2006 for a 6.7% increase. After removing librarians and media specialists from the mix, there was a 7.4% increase over 2006, with 82.5% of the respondents marking "strongly agree" to the statement. In fact, removing librarians and media specialists did not change the percentages of responses to any of the statements significantly. Charts and tables that show responses to questions with librarians and media specialists both included and removed are included in the survey report.

A new question on the 2007 annual survey asked where respondents found out about GALILEO. With librarians and media specialists removed, the highest percentage of users found out about GALILEO from their librarian or media specialist (37%), followed by respondents who identify themselves as long-time users (26.5%), followed by respondents who learned about GALILEO from a teacher (18.8%). With librarians and media specialists included, a total of 42.7% identify themselves as long-time users, followed by respondents who learned about GALILEO from a librarian or media specialist (27.8%).

Please indicate your opinion about GALILEO

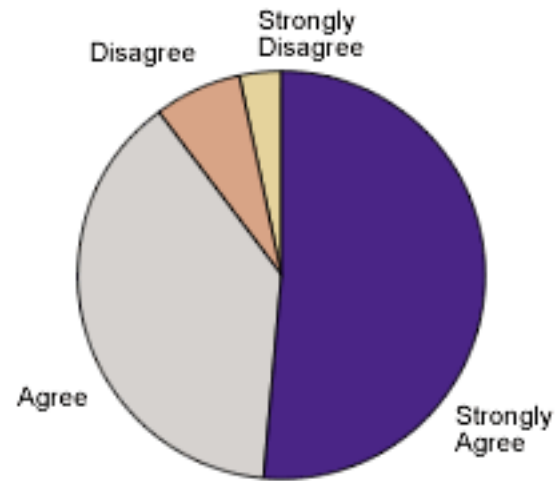
Topic: I found it easy to use GALILEO



	Count	Percent
Strongly Agree	468	48.2%
Agree	404	41.6%
Disagree	74	7.6%
Strongly Disagree	25	2.6%
Total	971	100%
Average response: 3.35 out of 4		

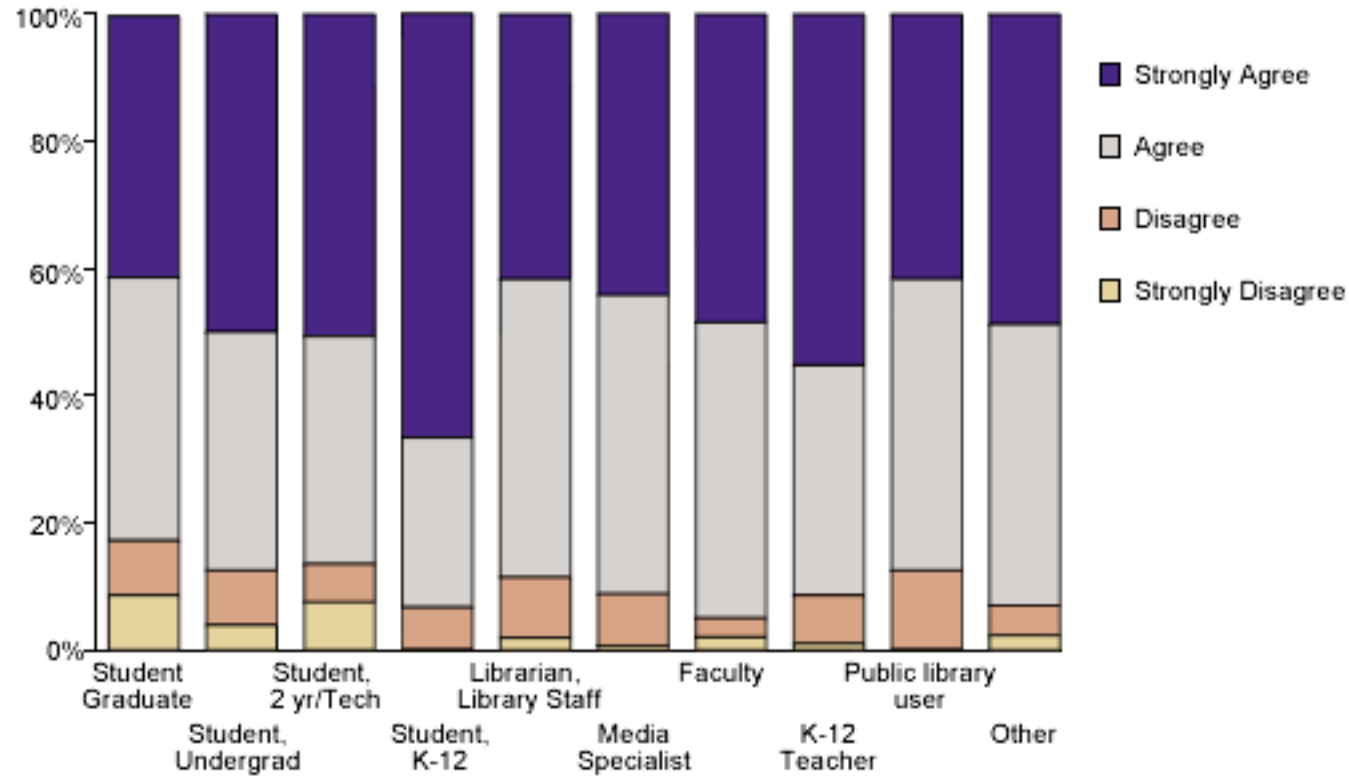
**Topic: I found it easy to use GALILEO**

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



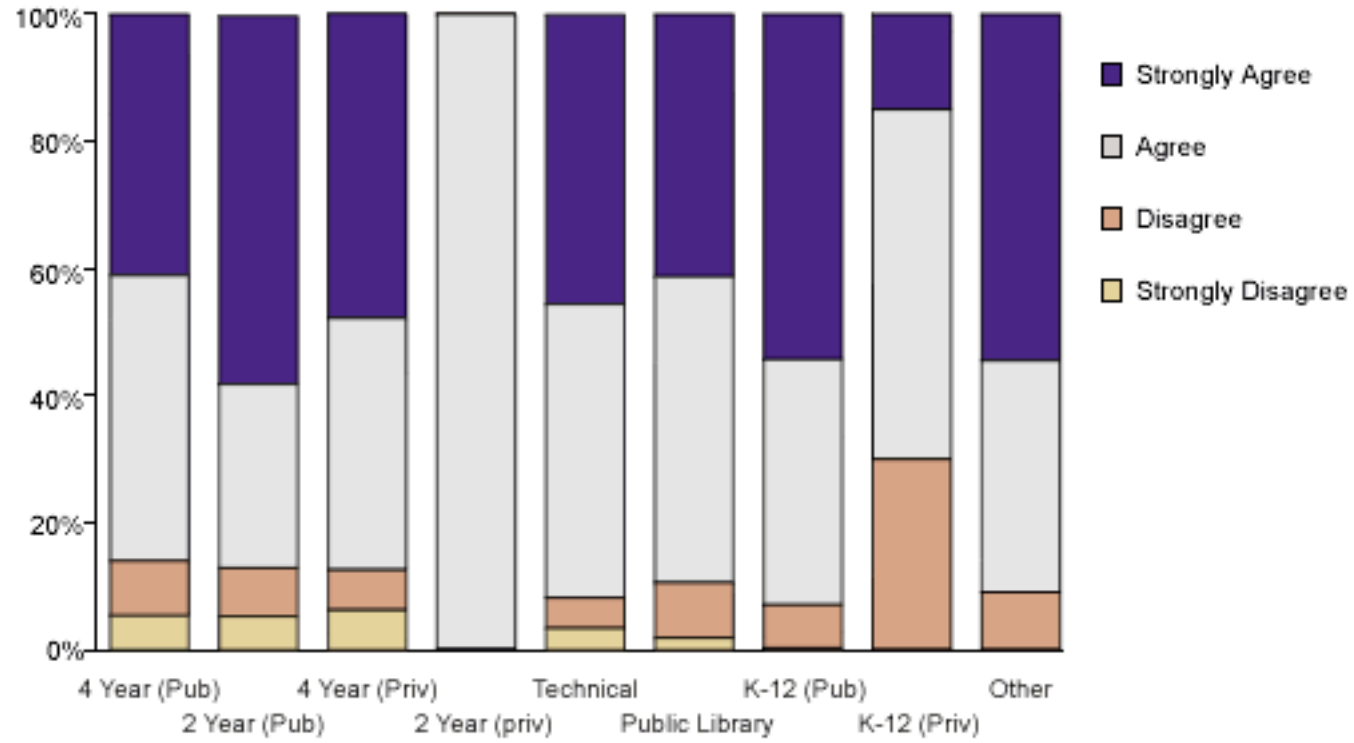
	Count	Percent
Strongly Agree	314	51.4%
Agree	235	38.5%
Disagree	42	6.9%
Strongly Disagree	20	3.3%
Total	611	100%
Average response: 3.38 out of 4		

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



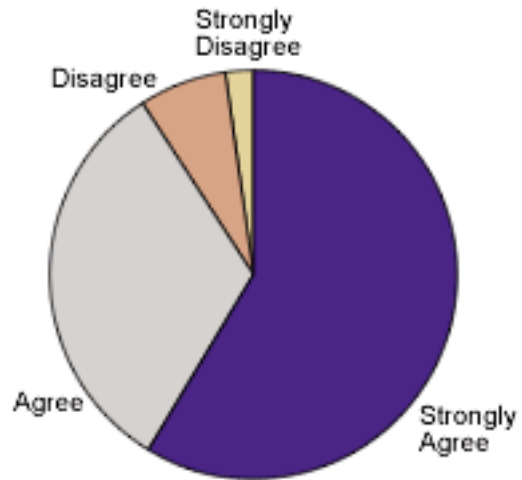
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	29	41.4%	29	41.4%	6	8.6%	6	8.6%	70	100.00%
Student, Undergraduate	64	50.0%	48	37.5%	11	8.6%	5	3.9%	128	100.00%
Student, 2 year / Technical	34	50.7%	24	35.8%	4	6.0%	5	7.5%	67	100.00%
Student, K-12	50	66.7%	20	26.7%	5	6.7%	0	0.0%	75	100.00%
Librarian / Library Staff	88	41.7%	99	46.9%	20	9.5%	4	1.9%	211	100.00%
Media Specialist	66	44.3%	70	47.0%	12	8.1%	1	0.7%	149	100.00%
Faculty	48	48.5%	46	46.5%	3	3.0%	2	2.0%	99	100.00%
K-12 Teacher	58	55.2%	38	36.2%	8	7.6%	1	1.0%	105	100.00%
Public library user	10	41.7%	11	45.8%	3	12.5%	0	0.0%	24	100.00%
Other	21	48.8%	19	44.2%	2	4.7%	1	2.3%	43	100.00%
<b>Total</b>	<b>468</b>	<b>48.2%</b>	<b>404</b>	<b>41.6%</b>	<b>74</b>	<b>7.6%</b>	<b>25</b>	<b>2.6%</b>	<b>971</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)	76	41.1%	83	44.9%	16	8.6%	10	5.4%	185	100.00%
2 Year (Pub)	44	57.9%	22	28.9%	6	7.6%	4	5.3%	76	100.00%
4 Year (Priv)	23	47.9%	19	39.6%	3	6.3%	3	6.3%	48	100.00%
2 Year (Priv)	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	100.00%
Technical	66	45.5%	67	46.2%	7	4.8%	5	3.4%	145	100.00%
Public Library	43	41.3%	50	48.1%	9	8.7%	2	1.9%	104	100.00%
K-12 (Pub)	201	54.3%	143	38.6%	25	6.8%	1	0.3%	370	100.00%
K-12 (Priv)	3	15.0%	11	55.0%	6	30.0%	0	0.0%	20	100.00%
Other	12	54.5%	8	36.4%	2	9.1%	0	0.0%	22	100.00%
<b>Total</b>	<b>468</b>	<b>48.2%</b>	<b>404</b>	<b>41.6%</b>	<b>74</b>	<b>7.6%</b>	<b>25</b>	<b>2.6%</b>	<b>971</b>	<b>100.00%</b>

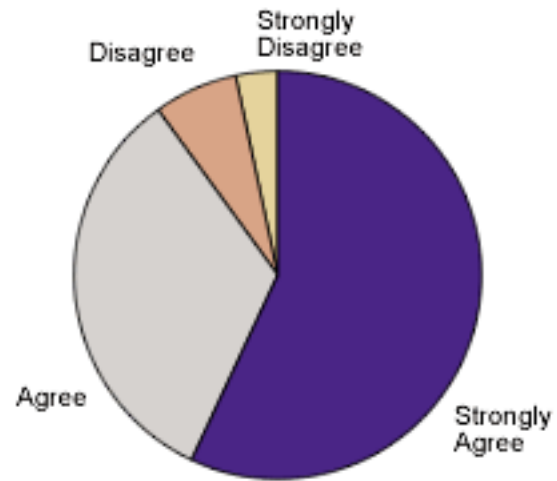
**Please indicate your opinion about GALILEO**  
**Topic: Using GALILEO databases saved me time**



	Count	Percent
Strongly Agree	570	58.7%
Agree	314	32.3%
Disagree	66	6.8%
Strongly Disagree	21	2.2%
Total	971	100%
Average response: 3.48 out of 4		

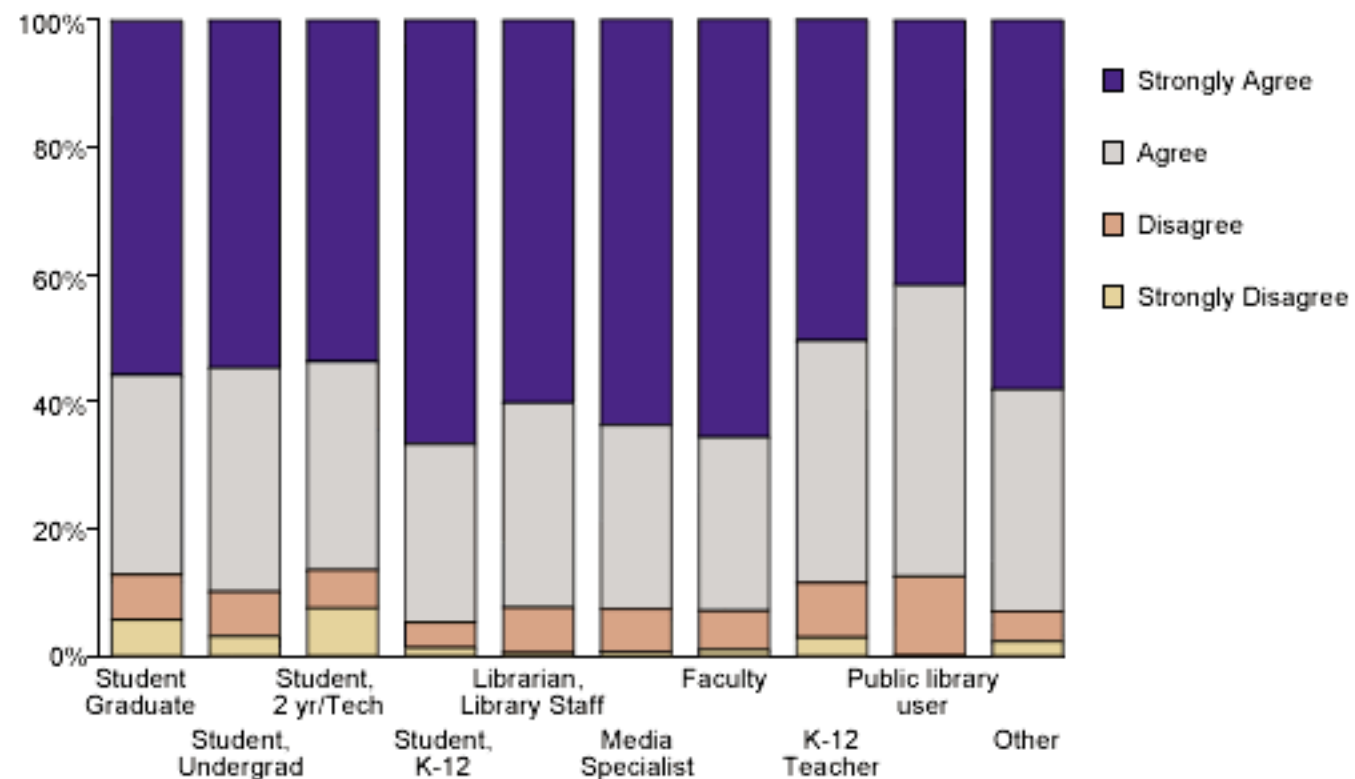


**Topic: Using GALILEO databases saved me time**  
**All Responses *except* Librarians / Library Staff**



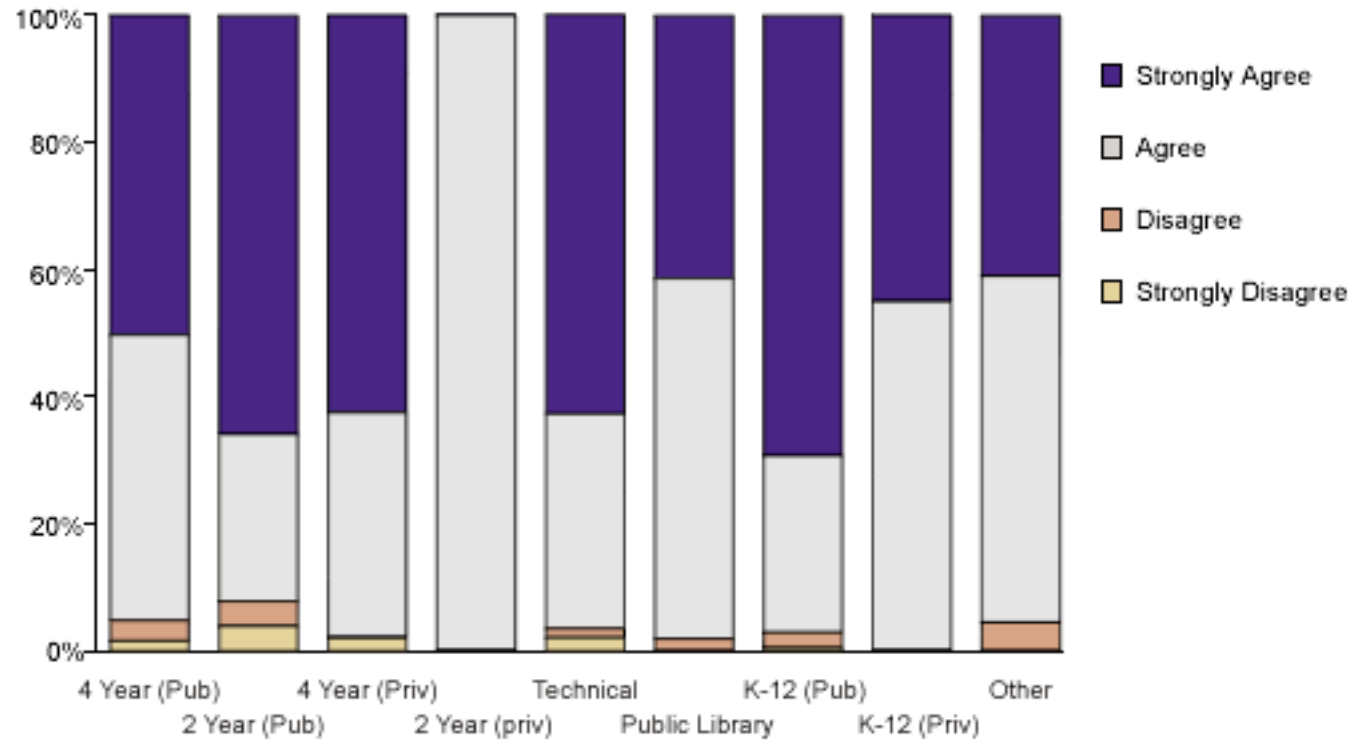
	Count	Percent
Strongly Agree	348	51.4%
Agree	203	33.2%
Disagree	41	6.7%
Strongly Disagree	19	3.1%
Total	611	100%
Average response: 3.44 out of 4		

**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	39	55.7%	22	31.4%	5	7.1%	4	5.7%	70	100.00%
Student, Undergraduate	70	54.7%	45	35.2%	9	7.0%	4	3.1%	128	100.00%
Student, 2 year / Technical	36	53.7%	22	32.8%	4	6.0%	5	7.5%	67	100.00%
Student, K-12	50	66.7%	21	28.0%	3	4.0%	1	1.3%	75	100.00%
Librarian / Library Staff	127	60.2%	68	32.2%	15	7.1%	1	0.5%	211	100.00%
Media Specialist	95	63.8%	43	28.9%	10	6.7%	1	0.7%	149	100.00%
Faculty	65	65.7%	27	27.3%	6	6.1%	1	1.0%	99	100.00%
K-12 Teacher	53	50.5%	40	38.1%	9	8.6%	3	2.9%	105	100.00%
Public library user	10	41.7%	11	45.8%	3	12.5%	0	0.0%	24	100.00%
Other	25	58.1%	15	34.9%	2	4.7%	1	2.3%	43	100.00%
<b>Total</b>	<b>570</b>	<b>58.7%</b>	<b>314</b>	<b>32.3%</b>	<b>66</b>	<b>6.8%</b>	<b>21</b>	<b>2.2%</b>	<b>971</b>	<b>100.00%</b>

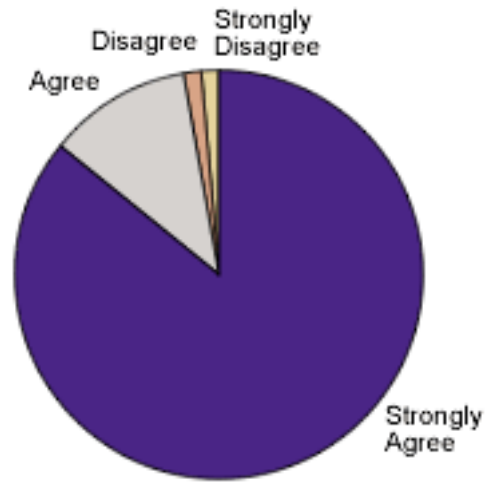
**Topic: Using GALILEO databases saved me time**  
**Responses by Institution Type**



	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	106	57.3%	56	30.3%	18	9.7%	5	2.7%	185	100.00%
2 Year (Pub)	45	59.2%	22	28.9%	6	7.9%	3	3.9%	76	100.00%
4 Year (Priv)	30	62.5%	14	29.2%	2	4.2%	2	4.2%	48	100.00%
2 Year (Priv)	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	100.00%
Technical	84	57.9%	50	34.5%	6	4.1%	5	3.4%	145	100.00%
Public Library	59	56.7%	36	34.6%	7	6.7%	2	1.9%	104	100.00%
K-12 (Pub)	226	61.1%	118	31.9%	22	5.9%	4	1.1%	370	100.00%
K-12 (Priv)	9	45.0%	9	45.0%	2	10.0%	0	0.0%	25	100.00%
Other	11	50.0%	8	36.4%	3	13.6%	0	0.0%	22	100.00%
<b>Total</b>	<b>570</b>	<b>58.7%</b>	<b>314</b>	<b>32.3%</b>	<b>66</b>	<b>6.8%</b>	<b>21</b>	<b>2.2%</b>	<b>971</b>	<b>100.00%</b>

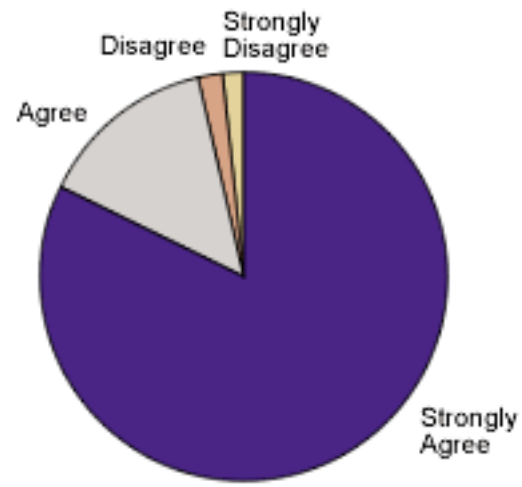
Please indicate your opinion about GALILEO

Topic: I think GALILEO is a valuable service



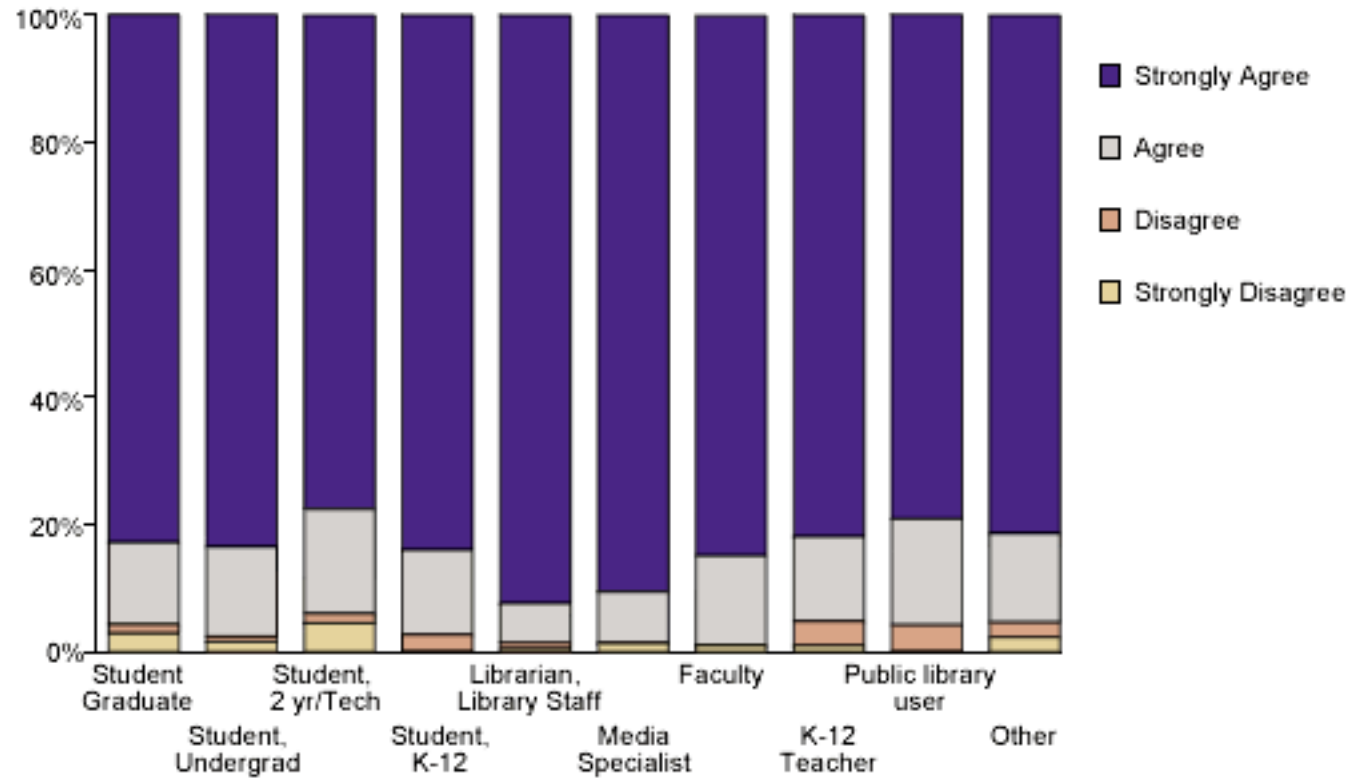
	Count	Percent
Strongly Agree	834	85.9%
Agree	111	11.4%
Disagree	13	1.3%
Strongly Disagree	13	1.3%
Total	971	100%
Average response: 3.82 out of 4		

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



	Count	Percent
Strongly Agree	504	82.5%
Agree	85	14.1%
Disagree	11	1.8%
Strongly Disagree	10	1.6%
Total	611	100%
Average response: 3.77 out of 4		

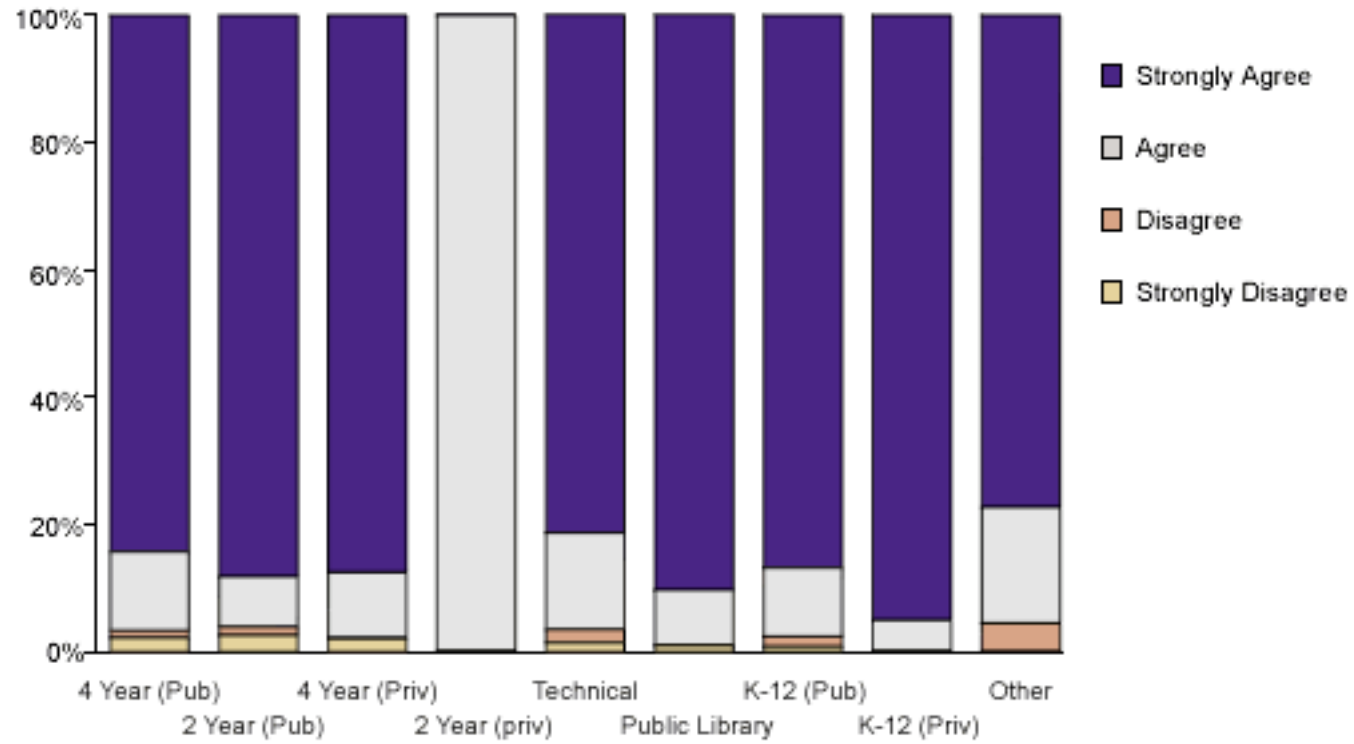
**Topic: I think GALILEO is a valuable service**  
**Responses by Type of User**





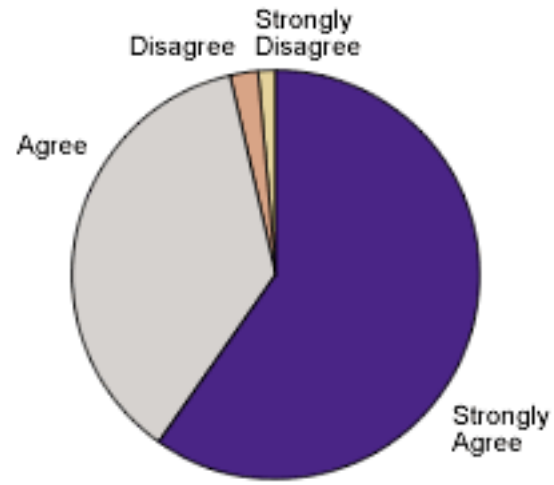
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	58	82.9%	9	12.9%	1	1.4%	2	2.9%	70	100.00%
Student, Undergraduate	107	83.6%	18	14.1%	1	0.8%	2	1.6%	128	100.00%
Student, 2 year / Technical	52	77.6%	11	16.4%	1	1.5%	3	4.5%	67	100.00%
Student, K-12	63	84.0%	10	13.3%	2	2.7%	0	0.0%	75	100.00%
Librarian / Library Staff	195	92.4%	13	6.2%	2	0.9%	1	0.5%	211	100.00%
Media Specialist	135	90.6%	12	8.1%	0	0.0%	2	1.3%	149	100.00%
Faculty	84	84.8%	14	14.1%	0	0.0%	1	1.0%	99	100.00%
K-12 Teacher	86	81.9%	14	13.3%	4	3.8%	1	1.0%	105	100.00%
Public library user	19	79.2%	4	16.7%	1	4.2%	0	0.0%	24	100.00%
Other	35	81.4%	6	14.0%	1	2.3%	1	2.3%	43	100.00%
<b>Total</b>	<b>834</b>	<b>85.9%</b>	<b>111</b>	<b>11.4%</b>	<b>13</b>	<b>1.3%</b>	<b>13</b>	<b>1.3%</b>	<b>971</b>	<b>100.00%</b>

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



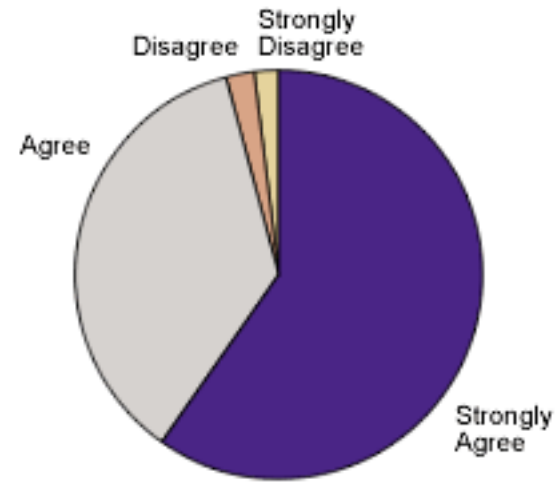
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	156	84.3%	23	12.4%	2	1.1%	4	2.2%	185	100.00%
2 Year (Pub)	67	88.2%	6	7.9%	1	1.3%	2	2.6%	76	100.00%
4 Year (Priv)	42	87.5%	5	10.4%	0	0.0%	1	2.1%	48	100.00%
2 Year (Priv)	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	100.00%
Technical	118	81.4%	22	15.2%	3	2.1%	2	1.4%	145	100.00%
Public Library	94	90.4%	9	8.7%	0	0.0%	1	1.0%	104	100.00%
K-12 (Pub)	321	86.8%	40	10.8%	6	1.6%	3	0.8%	370	100.00%
K-12 (Priv)	19	95.0%	1	5.0%	0	0.0%	0	0.0%	20	100.00%
Other	17	77.3%	4	18.2%	1	4.5%	0	0.0%	22	100.00%
<b>Total</b>	<b>834</b>	<b>85.9%</b>	<b>111</b>	<b>11.4%</b>	<b>13</b>	<b>1.3%</b>	<b>13</b>	<b>1.3%</b>	<b>971</b>	<b>100.00%</b>

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



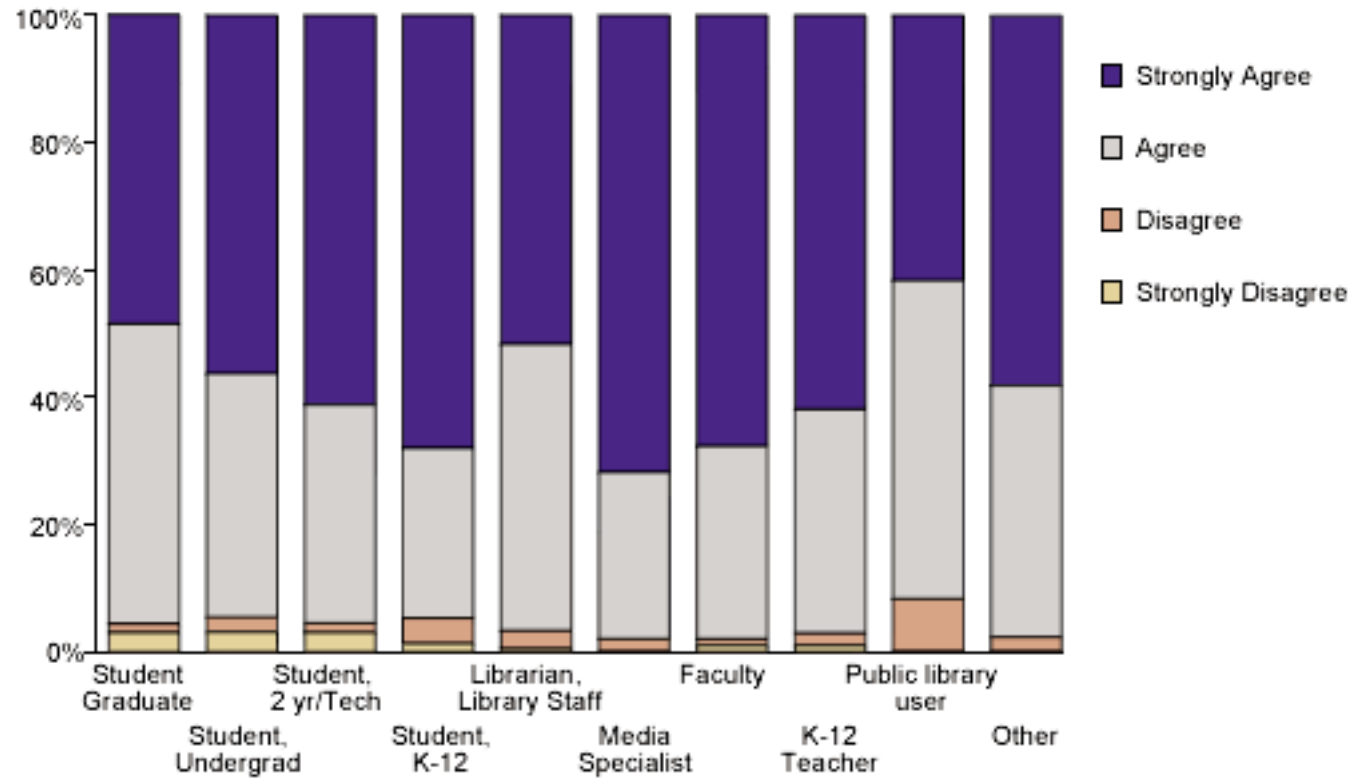
	Count	Percent
Strongly Agree	581	59.8%
Agree	355	36.6%
Disagree	23	2.4%
Strongly Disagree	12	1.2%
Total	971	100%
Average response: 3.55 out of 4		

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



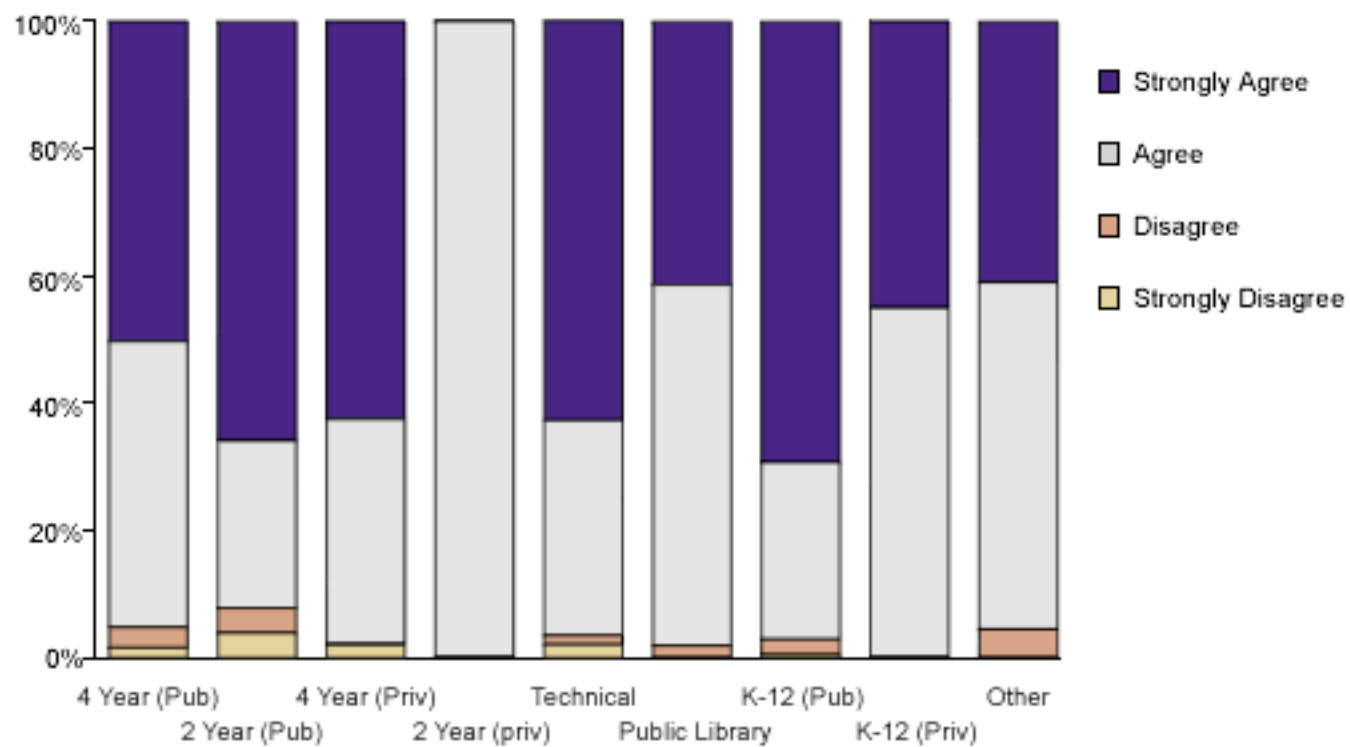
	Count	Percent
Strongly Agree	365	59.7%
Agree	221	36.2%
Disagree	14	2.3%
Strongly Disagree	11	1.8%
Total	611	100%
Average response: 3.44 out of 4		

**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	34	48.6%	33	47.1%	1	1.4%	2	2.9%	70	100.00%
Student, Undergraduate	72	56.3%	49	38.3%	3	2.3%	4	3.1%	128	100.00%
Student, 2 year / Technical	41	61.2%	23	34.3%	1	1.5%	2	3.0%	67	100.00%
Student, K-12	51	68.0%	20	26.7%	3	4.0%	1	1.3%	75	100.00%
Librarian / Library Staff	109	51.7%	95	45.0%	6	2.8%	1	0.5%	211	100.00%
Media Specialist	107	71.8%	39	26.2%	3	2.0%	0	0%	149	100.00%
Faculty	67	67.7%	30	30.3%	1	1.0%	1	1.0%	99	100.00%
K-12 Teacher	65	61.9%	37	35.2%	2	1.9%	1	1.0%	105	100.00%
Public library user	10	41.7%	12	50.0%	2	8.3%	0	0%	24	100.00%
Other	25	58.1%	17	39.5%	1	2.3%	0	0%	43	100.00%
<b>Total</b>	<b>581</b>	<b>59.8%</b>	<b>355</b>	<b>36.6%</b>	<b>23</b>	<b>2.4%</b>	<b>12</b>	<b>1.2%</b>	<b>971</b>	<b>100.00%</b>

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

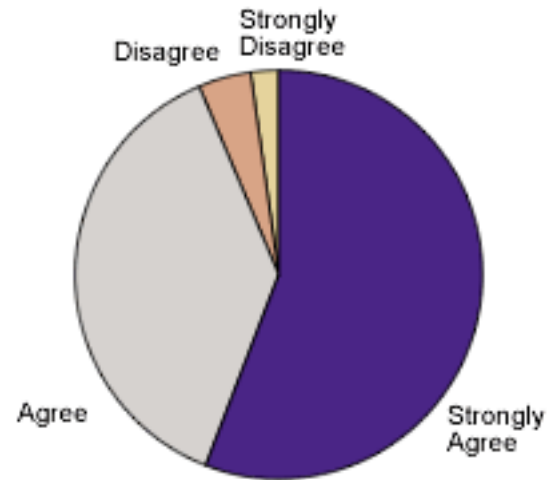




	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
4 Year (Pub)	93	50.3%	83	44.9%	6	3.2%	3	1.6%	185	100.00%
2 Year (Pub)	50	65.8%	20	26.3%	3	3.9%	3	3.9%	76	100.00%
4 Year (Priv)	30	62.5%	17	35.4%	0	0.0%	1	2.1%	48	100.00%
2 Year (Priv)	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	100.00%
Technical	91	62.8%	49	33.8%	2	1.4%	3	2.1%	145	100.00%
Public Library	43	41.3%	59	56.7%	2	1.9%	0	0.0%	104	100.00%
K-12 (Pub)	256	69.2%	103	27.8%	9	2.4%	2	0.5%	370	100.00%
K-12 (Priv)	9	45.0%	11	55.0%	0	0.0%	0	0.0%	20	100.00%
Other	9	40.9%	12	54.5%	1	4.5%	0	0.0%	22	100.00%
<b>Total</b>	<b>581</b>	<b>59.8%</b>	<b>355</b>	<b>36.6%</b>	<b>23</b>	<b>2.4%</b>	<b>12</b>	<b>1.2%</b>	<b>971</b>	<b>100.00%</b>

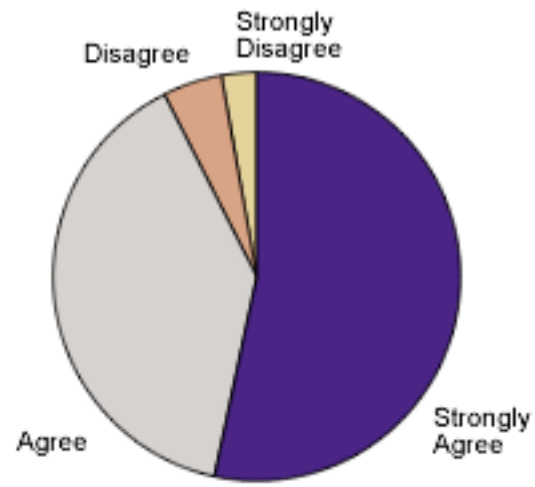
**Please indicate your opinion about GALILEO**

**Topic: GALILEO met my information needs**



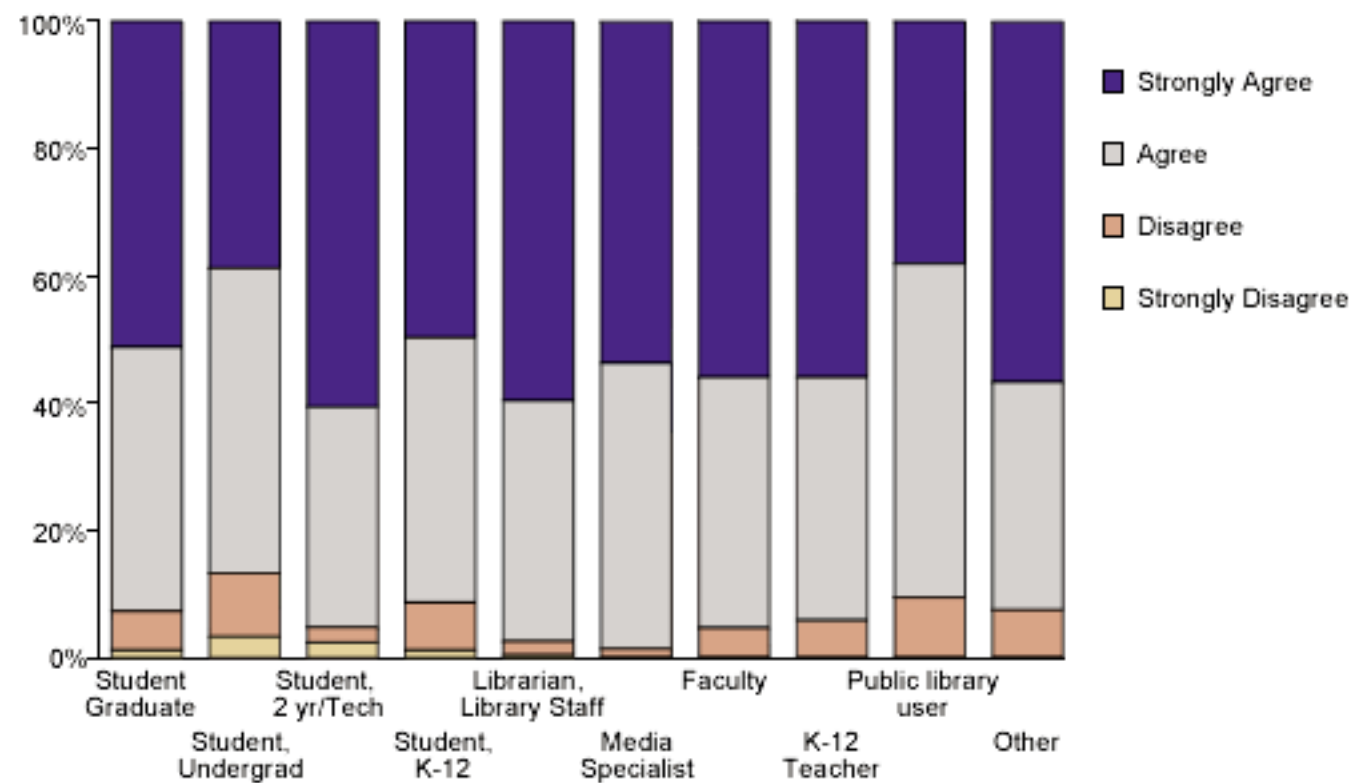
	Count	Percent
Strongly Agree	544	56.0%
Agree	367	37.8%
Disagree	41	4.2%
Strongly Disagree	19	2.0%
Total	971	100%
Average response: 3.48 out of 4		

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



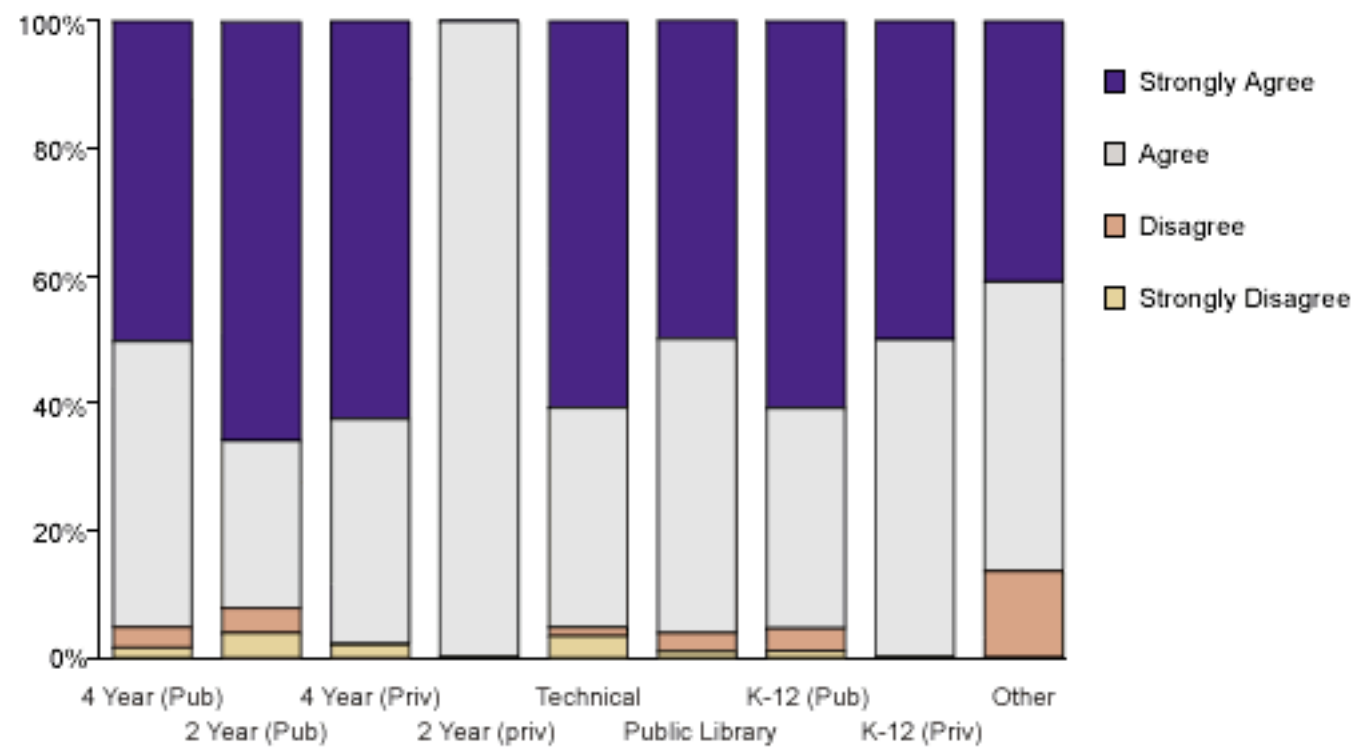
	Count	Percent
Strongly Agree	327	53.3%
Agree	239	39.1%
Disagree	29	4.7%
Strongly Disagree	16	2.6%
Total	611	100%
Average response: 3.44 out of 4		

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



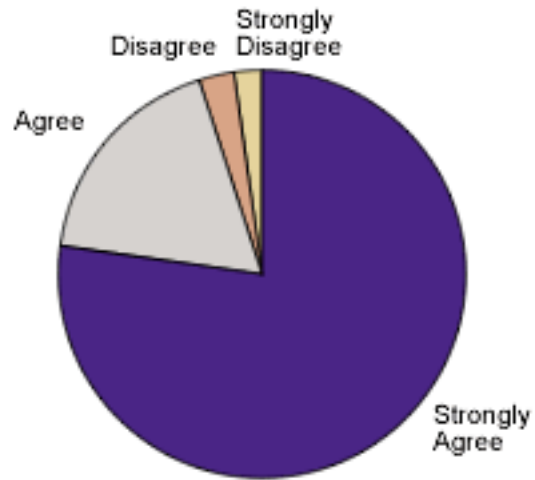
	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
Student, Graduate	38	54.3%	26	37.1%	3	4.3%	3	4.3%	70	100.00%
Student, Undergraduate	58	45.3%	57	44.5%	9	7.0%	4	3.1%	128	100.00%
Student, 2 year / Technical	39	58.2%	24	35.8%	0	0.0%	4	6.0%	67	100.00%
Student, K-12	42	56.0%	29	38.7%	3	4.0%	1	1.3%	75	100.00%
Librarian / Library Staff	122	57.8%	81	38.4%	7	3.3%	1	0.5%	211	100.00%
Media Specialist	95	63.8%	47	31.5%	5	3.4%	2	1.3%	149	100.00%
Faculty	61	61.6%	32	32.3%	5	5.1%	1	1.0%	99	100.00%
K-12 Teacher	53	50.5%	45	42.9%	5	4.8%	2	1.9%	105	100.00%
Public library user	10	41.7%	12	50.0%	2	8.3%	0	0.0%	24	100.00%
Other	26	60.5%	14	32.6%	2	4.7%	1	2.3%	43	100.00%
<b>Total</b>	<b>544</b>	<b>56.0%</b>	<b>367</b>	<b>37.8%</b>	<b>41</b>	<b>4.2%</b>	<b>19</b>	<b>2.0%</b>	<b>971</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)	90	48.6%	76	41.1%	13	7.0%	6	3.2%	185	100.00%
2 Year (Pub)	45	59.2%	25	32.9%	3	3.9%	3	3.9%	76	100.00%
4 Year (Priv)	25	52.1%	19	39.6%	4	8.3%	0	0.0%	48	100.00%
2 Year (Priv)	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	100.00%
Technical	88	60.7%	50	34.5%	2	1.4%	5	3.4%	145	100.00%
Public Library	52	50.0%	48	46.2%	3	2.9%	1	1.0%	104	100.00%
K-12 (Pub)	225	60.8%	128	34.6%	13	3.5%	4	1.1%	370	100.00%
K-12 (Priv)	10	50.0%	10	50.0%	0	0.0%	0	0.0%	20	100.00%
Other	9	40.9%	10	45.5%	3	13.6%	0	0.0%	22	100.00%
<b>Total</b>	<b>544</b>	<b>56.0%</b>	<b>367</b>	<b>37.8%</b>	<b>41</b>	<b>4.2%</b>	<b>19</b>	<b>2.0%</b>	<b>971</b>	<b>100.00%</b>

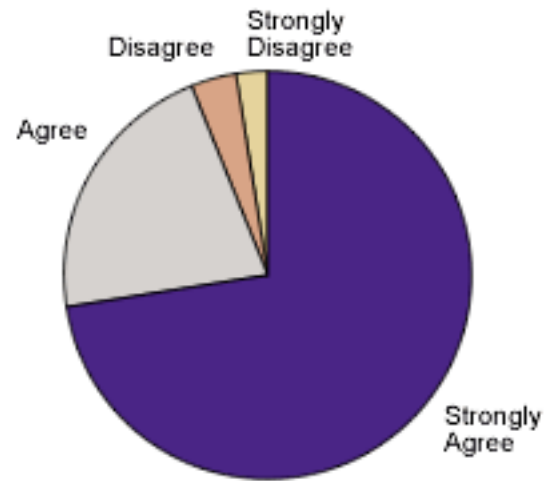
**Please indicate your opinion about GALILEO**  
**Topic: I would recommend GALILEO to a friend**



	Count	Percent
Strongly Agree	750	77.2%
Agree	175	18.0%
Disagree	27	2.8%
Strongly Disagree	19	2.0%
Total	971	100%
Average response: 3.71 out of 4		

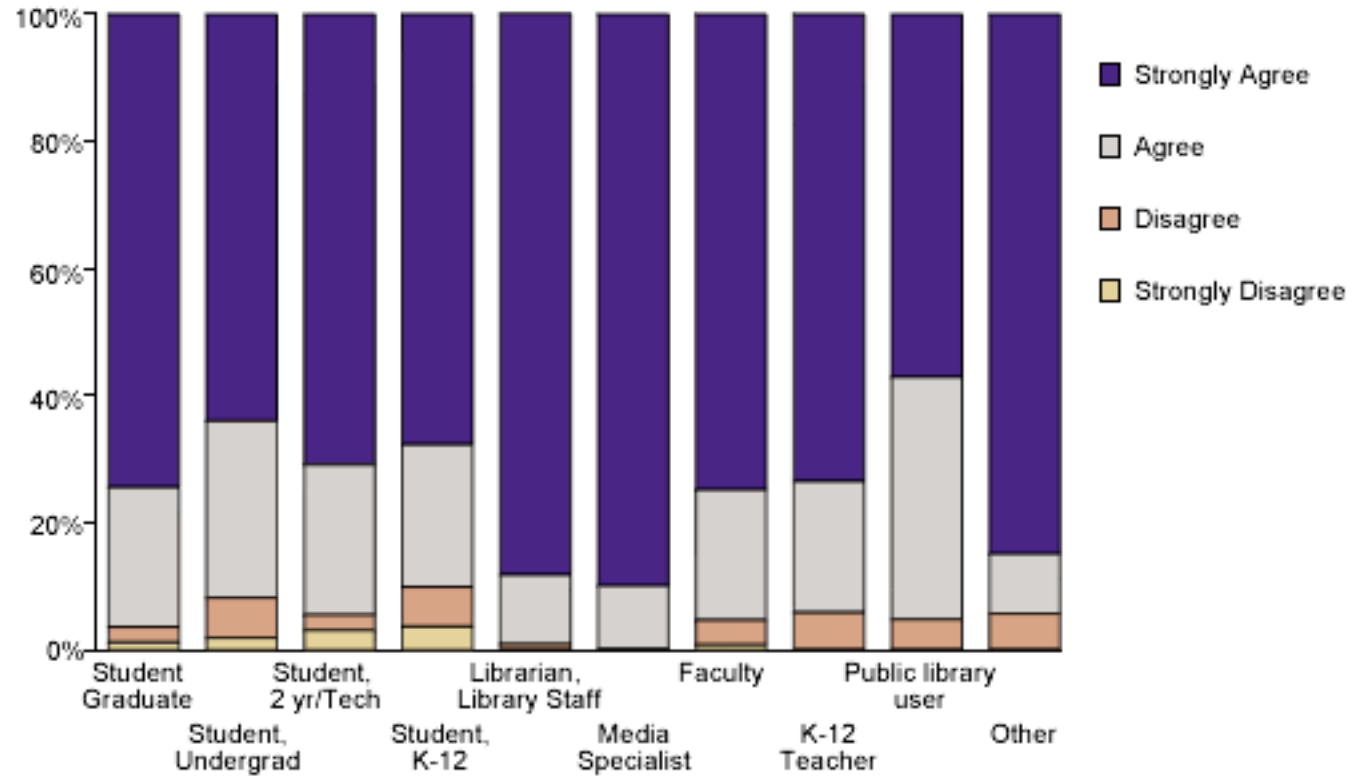


**Topic: I would recommend GALILEO to a friend**  
**All Responses *except* Librarians / Library Staff**



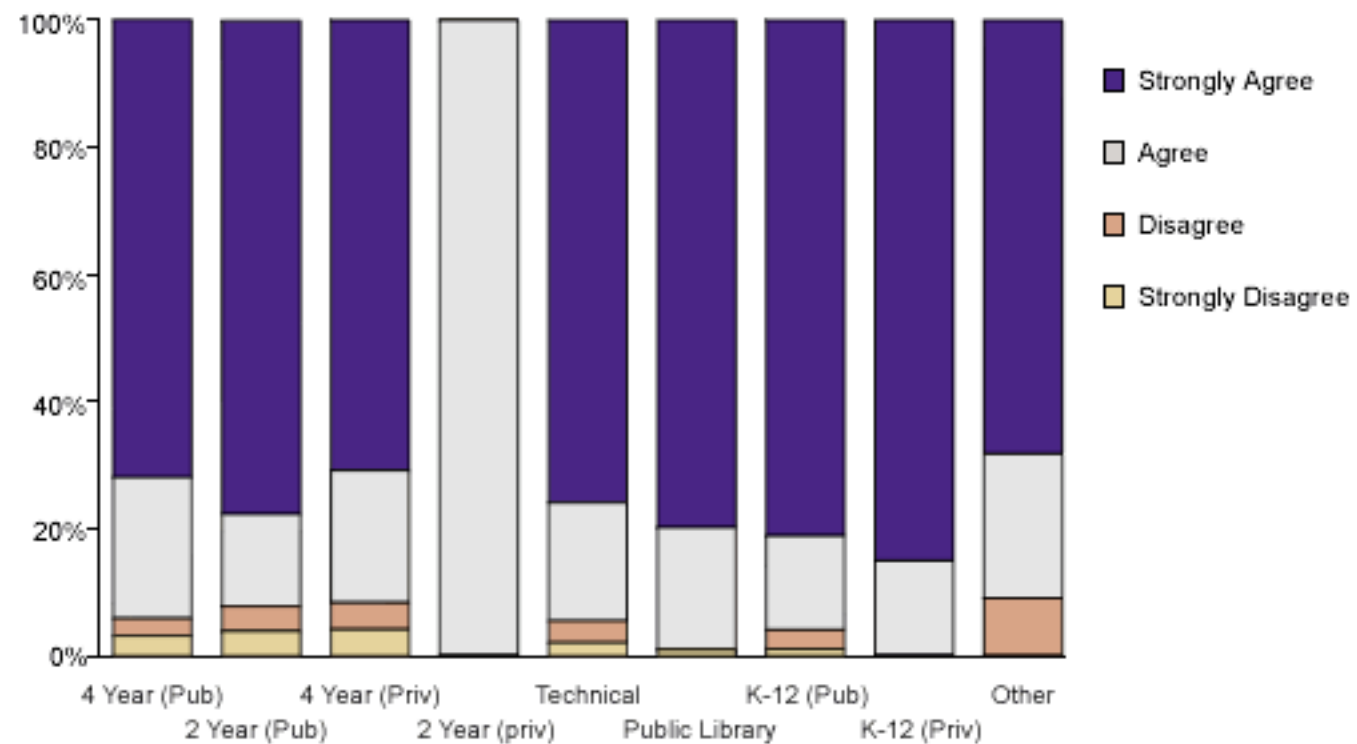
	Count	Percent
Strongly Agree	443	72.5%
Agree	131	21.4%
Disagree	23	3.8%
Strongly Disagree	14	2.3%
Total	611	100%
Average response: 3.64 out of 4		

**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	51	72.9%	14	20.0%	1	1.4%	4	5.7%	70	100.00%
Student, Undergraduate	87	68.0%	32	25.0%	6	4.7%	3	2.3%	128	100.00%
Student, 2 year / Technical	48	71.6%	13	19.4%	3	4.5%	3	4.5%	67	100.00%
Student, K-12	58	77.3%	13	17.3%	3	4.0%	1	1.3%	75	100.00%
Librarian / Library Staff	180	85.3%	26	12.3%	3	1.4%	2	0.9%	211	100.00%
Media Specialist	127	85.2%	18	12.1%	1	0.7%	3	2.0%	149	100.00%
Faculty	78	78.8%	18	18.2%	2	2.0%	1	1.0%	99	100.00%
K-12 Teacher	73	69.5%	26	24.8%	5	4.8%	1	1.0%	105	100.00%
Public library user	16	66.7%	7	29.2%	1	4.2%	0	0.0%	24	100.00%
Other	45	84.9%	5	9.4%	3	5.7%	0	0%	53	100.00%
<b>Total</b>	<b>750</b>	<b>77.2%</b>	<b>175</b>	<b>18.0%</b>	<b>27</b>	<b>2.8%</b>	<b>19</b>	<b>2.0%</b>	<b>971</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)	133	71.9%	41	22.2%	5	2.7%	6	3.2%	185	100.00%
2 Year (Pub)	59	77.6%	11	14.5%	3	3.9%	3	3.9%	76	100.00%
4 Year (Priv)	34	70.8%	10	20.8%	2	4.2%	2	4.2%	48	100.00%
2 Year (Priv)	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	100.00%
Technical	110	75.9%	27	18.6%	5	3.4%	3	2.1%	145	100.00%
Public Library	83	79.8%	20	19.2%	0	0.0%	1	1.0%	104	100.00%
K-12 (Pub)	299	80.8%	57	14.4%	10	2.7%	4	1.1%	370	100.00%
K-12 (Priv)	17	85.0%	3	15.0%	0	0.0%	0	0.0%	20	100.00%
Other	15	68.2%	5	22.7%	2	9.1%	0	0.0%	22	100.00%
<b>Total</b>	<b>750</b>	<b>77.2%</b>	<b>175</b>	<b>18.0%</b>	<b>27</b>	<b>2.8%</b>	<b>19</b>	<b>2.0%</b>	<b>971</b>	<b>100.00%</b>

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

The number of usable surveys returned (971) decreased 27% from last year's total return (1332). Of the 971 respondents, 541 (56%) completed the open-ended question, "I would improve GALILEO by..." While the responses to the ranking questions on the survey instrument show a high satisfaction with GALILEO (for example, 97% agree or strongly agree that it is a valuable service) the open-ended question asks users to offer opinions about shortcomings or areas that need improvement, so it is understandable that the number of responses coded as negative will be high; however, 18% of the responses were positive comments. Some representative positive comments are below.

"I found it very user friendly, with lots of information already. Can't think of any improvements right now."

"I've just used it for the first time this last week. It was a little confusing at first but once you get the hang of it, it is pretty cool."

"Using its resources! I often forget to use GALILEO, although it is a fabulous resource, due to the number of materials from which I can choose! That's a great issue to have, and replying to this survey has reminded me of this great tool."

"No recommendations at this time. GALILEO is always ahead for my needs."

"Well, normally I would recommend having a subscription to the services you provide, but ya'll have already made it free in the idea of better education for thousands, if not millions! Great jobs!"

"GALILEO is such a valuable research tool to me and my students. Any additional research tools that could be added would be welcomed, but I am very pleased with GALILEO and the information that it provides to the students, educators, and learners in the state of Georgia."

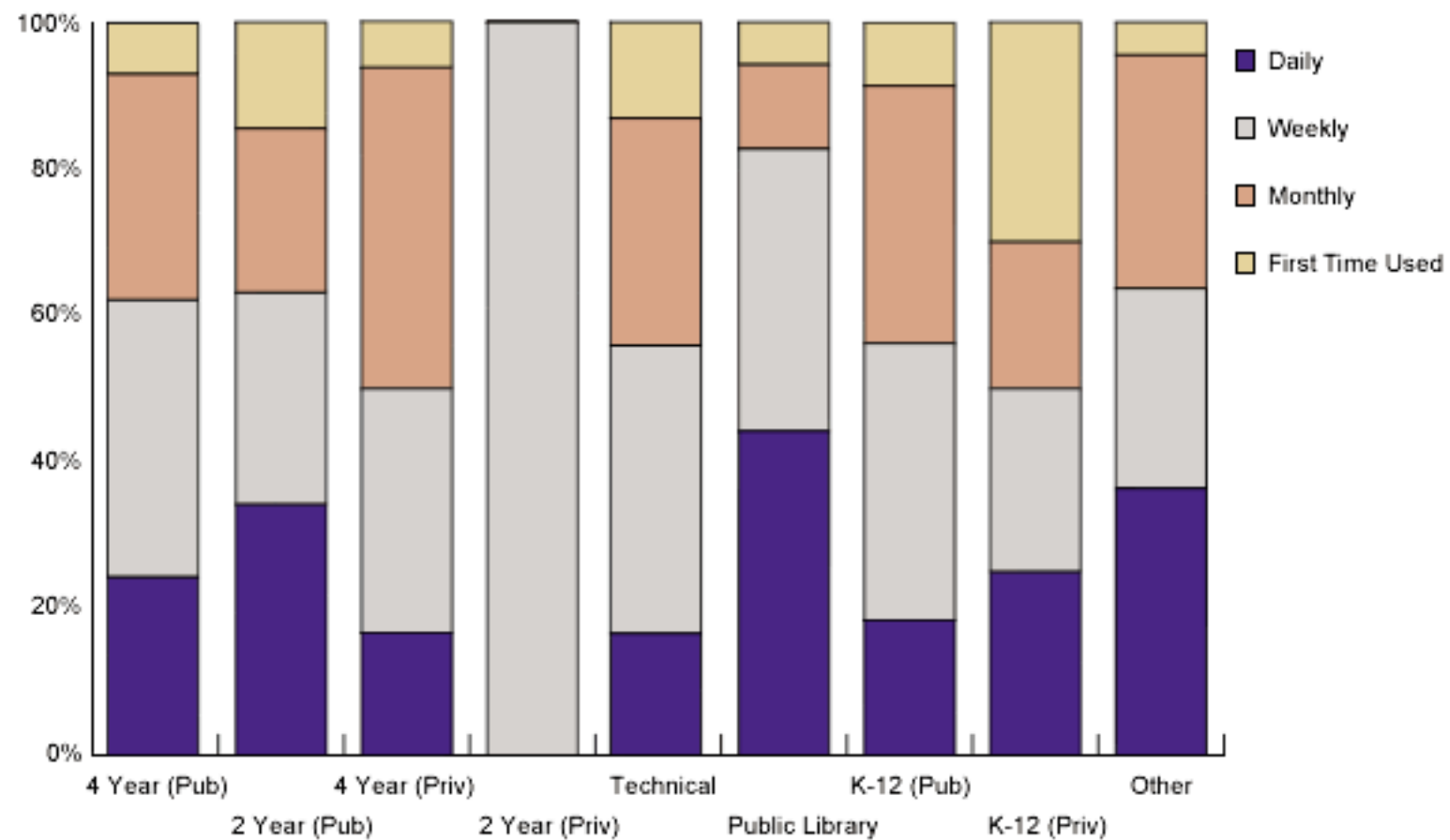
Content coverage was a concern of 44% of the respondents. Of those, 40% suggested expanded resources in general (more content or more databases) and 31% suggested specific subject areas (sciences or literature) or specific audiences (children's or public library resources).

"Simplify," which encompasses comments on user-friendliness and navigation obstacles, has been a concern of survey respondents since the "I would improve GALILEO" question was first included on the annual survey instrument in 1998. In 2007, 14% of the comments related to simplifying the interface or infrastructure in some way ("Make it easier for kids to navigate," "Making navigation around GALILEO easier," "...easier to read [less cluttered] home page").

A few comments pertained to recent technologies that reflect the changing expectations of users based on their experience with the Internet at large and with communications technologies. These include mobile accessibility (including Smartphone, Blackberry, and iPhone) and social networking or Web 2.0 integration ("link it to a blog site for college students").

This year the link to the survey on the GALILEO homepage appeared beside the link to the preview of the new community-customized interfaces in the beta system. While no questions on the survey pertained directly to the new interfaces, 7% of the comments did refer to them. Comments referred to specific user views (“...much easier for students...”) or general observations (“...more intuitive, less cluttered”). A better assessment of user satisfaction with the new interfaces will be addressed in the 2008 annual survey.

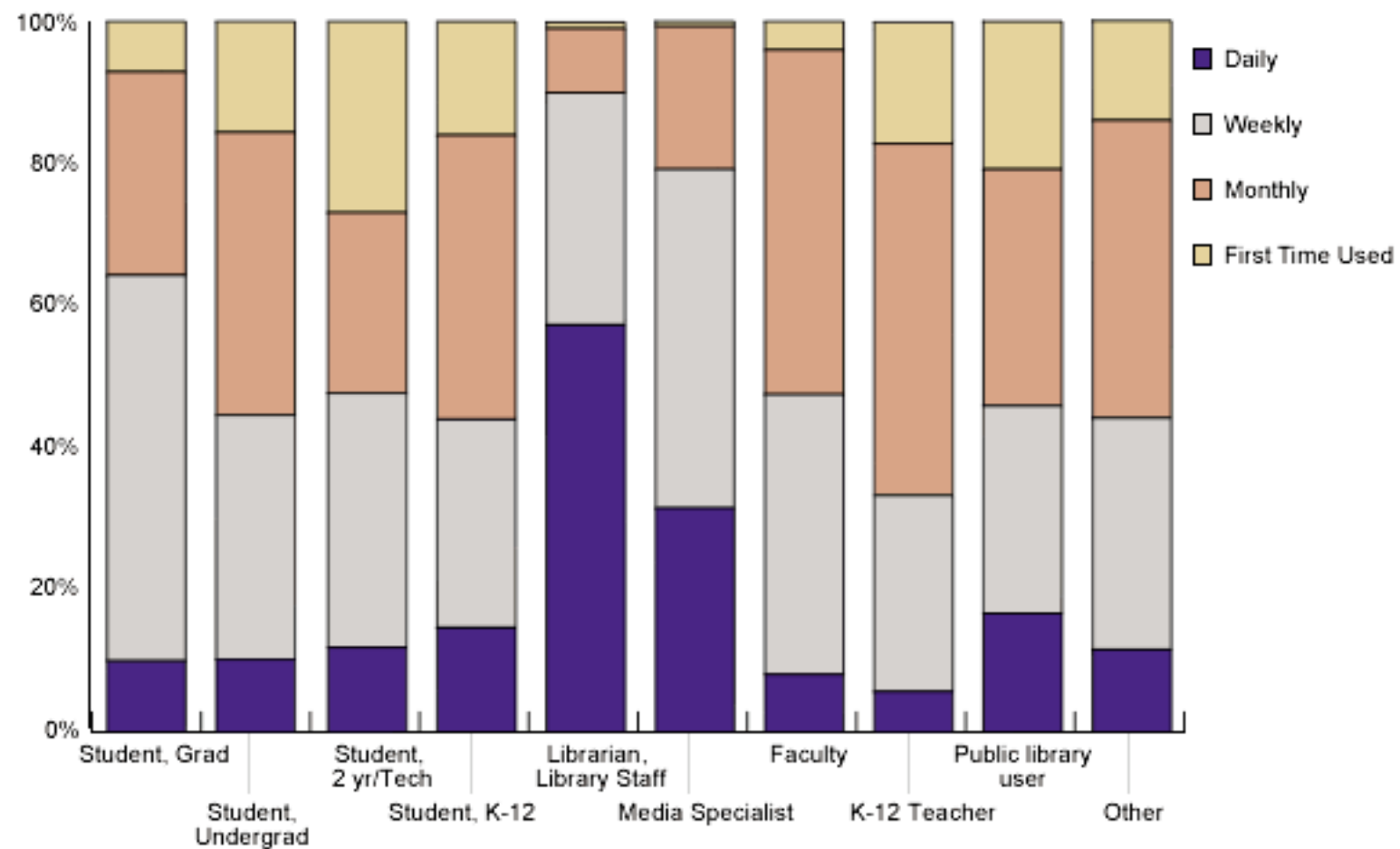
**How often do you use GALILEO?  
Responses by Institutional Type**





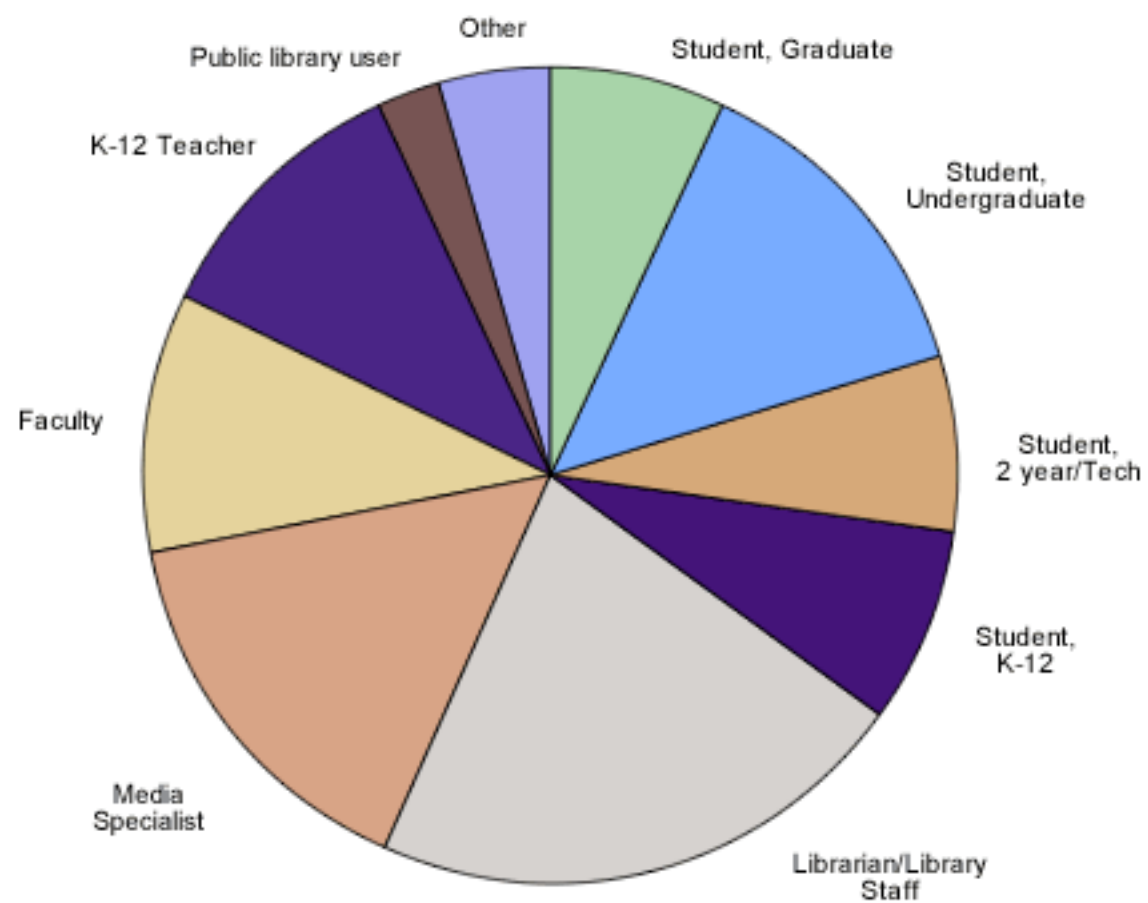
Choice	daily		weekly		monthly		first time used		Totals	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
<b>4 Year (Pub)</b>	45	24.3%	70	37.8%	57	30.8%	13	7.0%	185	100%
<b>2 Year (Pub)</b>	26	34.2%	22	28.9%	17	22.4%	11	14.5%	76	100%
<b>4 Year (Priv)</b>	8	16.7%	16	33.3%	21	43.8%	3	6.3%	48	100%
<b>2 Year (Priv)</b>	0	0.0%	1	100.0%	0	0.0%	0	0.00%	1	100%
<b>Technical</b>	24	16.6%	57	39.3%	45	31.0%	19	13.1%	145	100%
<b>Public Library</b>	46	44.2%	40	38.5%	12	11.5%	6	5.8%	104	100%
<b>K-12 (Pub)</b>	68	18.4%	140	37.8%	130	35.1%	32	8.6%	370	100%
<b>K-12 (Priv)</b>	5	25.0%	5	25.0%	4	20.0%	6	30.0%	20	100%
<b>Other</b>	8	36.4%	6	27.3%	7	31.8%	1	4.5%	22	100%
<b>Totals</b>	230	23.7%	357	36.8%	293	30.2%	91	9.4%	971	100%

## Responses by User Type



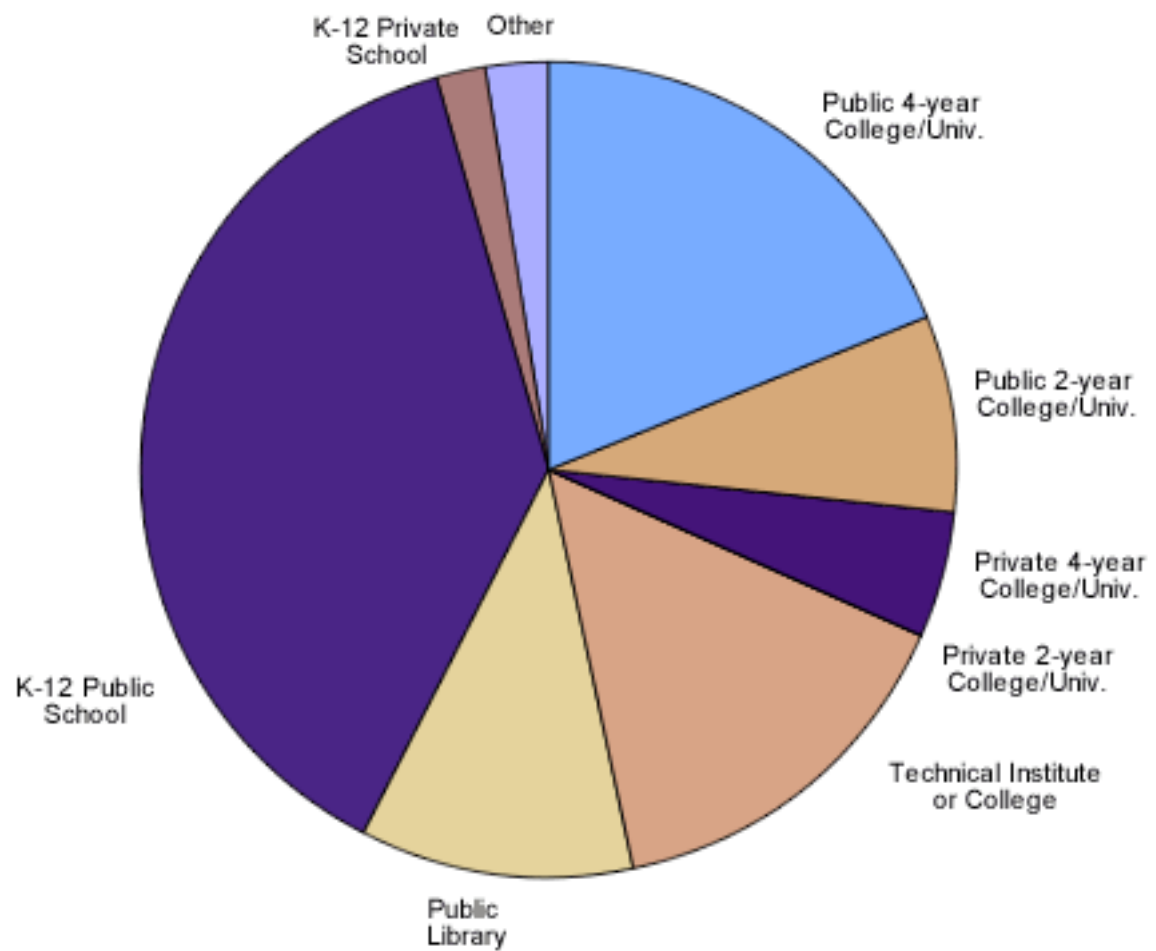
Choice	daily		weekly		monthly		first time used		Totals	
	Count	% Row	Count	% Row	Count	% Row	Count	% Row	Count	% Row
<b>Student, Graduate</b>	7	10.0%	38	54.3%	20	28.6%	5	7.1%	70	100%
<b>Student, Undergraduate</b>	13	10.2%	44	34.4%	51	39.8%	20	15.6%	128	100%
<b>Student, 2 year/Technical</b>	8	11.9%	24	35.8%	17	25.4%	18	26.9%	67	100%
<b>Student, K-12</b>	11	14.7%	22	29.3%	30	40.0%	12	16.0%	75	100%
<b>Librarian/Library Staff</b>	121	57.3%	69	32.7%	19	9.0%	2	0.9%	211	100%
<b>Media Specialist</b>	47	31.5%	71	47.7%	30	20.1%	1	0.7%	149	100%
<b>Faculty</b>	8	8.1%	39	39.4%	48	48.5%	4	4.0%	99	100%
<b>K-12 Teacher</b>	6	5.7%	29	27.6%	52	49.5%	18	17.1%	105	100%
<b>Public library user</b>	4	16.7%	7	29.2%	8	33.3%	5	20.8%	24	100%
<b>Other</b>	5	11.6%	14	32.6%	18	41.9%	6	14.0%	43	100%
<b>Totals</b>	230	23.7%	357	36.8%	293	30.2%	91	9.4%	971	100%

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



<b>Institution Type</b>	<b>Count</b>	<b>Percent</b>
Student, Graduate	70	7.2%
Student, Undergraduate	128	13.2%
Student, 2 year/Technical	67	6.9%
Student, K-12	75	7.7%
Librarian/Library Staff	211	21.7%
Media Specialist	149	15.3%
Faculty	99	10.2%
K-12 Teacher	105	10.8%
Public library user	24	2.5%
Other	43	4.4%
Total	971	100%

Number of responses by type of institution



<b>Institution Type</b>	<b>Count</b>	<b>Percent</b>
Public 4-year College/University	185	19.1%
Public 2-year College/University	76	7.8%
Private 4-year College/University	48	4.9%
Private 2-year College/University	1	0.1%
Technical Institute or College	145	14.9%
Public Library	104	10.7%
K-12 Public School	370	38.1%
K-12 Private School*	20	2.1%
Other	22	2.3%
Total	971	100%

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

<b>Coding Categories</b>	<b>Codes</b>	<b>Number of Occurrences</b>	<b>Percentage of</b>
<b>Evaluation</b>	p [positive]	95	
	n [negative]	144	
	u [neutral]	246	
	m [mixed]	22	
	a [ambiguous]	24	
	x [uncodable}	10	
	<b>Total</b>	<b>541</b>	<b>100%</b>
<b>Technical</b>	browser issues	5	
	bibliographic software	1	
	browser windows, spawned	1	
	connection availability	1	
	speed	16	
	plug-ins (includes PDF)	1	
	error messages	2	
	mobile optimization	1	



	<b>Total</b>	<b>28</b>	<b>5%</b>
<b>Coverage</b>	more full text	17	
	more databases/content	96	
	images/graphics	3	
	currency	2	
	more journals	1	
	more newspapers (full text)	3	
	scholarly publications	2	
	more e-books	2	
	audio-visual content	4	
	retrospective coverage	3	
	K-12 resources	11	
	children's/elementary resources	9	
	middle school resources	3	
	high school resources	2	
	public library resources	1	
	academic resources	1	

	foreign language materials	2	
	biographical sources	2	
	history	5	
	literature	4	
	literary criticism	8	
	music	1	
	sciences	3	
	medical	1	
	social sciences	1	
	popular culture	3	
	education	2	
	law and criminology	1	
	mathematics	2	
	genealogy	1	
	readers' advisory tools	2	
	primary sources	1	
	consumer information	1	

	current issues	2	
	political science	2	
	auto repair	2	
	geography	1	
	specific products	33	
	<b>Total</b>	<b>240</b>	<b>44%</b>
<b>Policy</b>	bookmarking/direct access	2	
	remote access	6	
	passwords	3	
	URL	3	
	publicity	6	
	<b>Total</b>	<b>20</b>	<b>4%</b>
<b>Interface</b>	home page	16	
	menus	4	
	simplify	74	
	Kids' Page/link to Kids'	3	
	password/login	3	

	accessibility	1	
	Ask-a-Librarian	1	
	New interfaces	36	
	<b>Total</b>	<b>138</b>	<b>26%</b>
<b>Function</b>	locations/journal lists/journal locator	6	
	multiple db searching/ Quick Search	46	
	customize/GLRI	8	
	database function	17	
	full-text linking/SFX	3	
	searchability	32	
	social network functionality	2	
	<b>Total</b>	<b>114</b>	<b>21%</b>
<b>Beyond GALILEO's Control</b>	y [yes]	6	
	<b>Total</b>	<b>6</b>	<b>1%</b>
<b>Misconception</b>	y [yes]	19	
	<b>Total</b>	<b>19</b>	<b>4%</b>

<b>Instruction/ Help</b>	y [yes]	27	
	<b>Total</b>	<b>27</b>	<b>5%</b>
<b>Uncodable (3)</b>	u [neutral]	31	
	<b>Total</b>	<b>31</b>	<b>6%</b>