

# Introduction

In April 2018 the GALSTEER E-Resources Committee conducted a survey to assess resource satisfaction and needs, as well as Electronic Resource Management (ERM) needs. Three versions of the survey were distributed to address different concerns for GPLS, K12, and Higher Education members. The GPLS and K12 surveys were targeted at resource evaluation and general ERM needs. The Higher Education survey looked at specific ERM needs and assessed the GALILEO costshare process by which individual members purchase additional content through GALILEO. Survey invitations were sent to a combination of GALILEO system contacts and GALILEO community listservs. The survey ran from April 2 2018 to April 20 2018, with 347 people responding. The major findings of each survey are presented below.

## Summaries

### GPLS

The GPLS survey had 37 responses from 16 systems.

#### Resource ratings

Assigning Very Satisfied a score of 5 and Very Dissatisfied a score of 1, the average rating for all resources is 4.24. Ancestry.com was the highest rated at 4.74, and ProQuest eBooks was the lowest at 3.79. Despite being 4th-highest rated, Mango was the only resource to register any Very Dissatisfied rating; only EBSCO databases, EBSCO eBooks, and ProQuest eBooks scored a Dissatisfied ratings at 1 each.

#### Resource requests

Out of 30 different recommended resources, only a handful were repeated across respondents. ReferenceUSA/AtoZ received 4 requests, and Chilton's, Encyclopedia Britannica, and Lynda.com all tallied 3 requests.

#### Public Costshares

At the time of the survey, GALILEO costshare resources were only available to Higher Education members. Encyclopedia Britannica was the most popular current costshare resource that public libraries indicated interested in, with 8 votes. Several EBSCO databases received 4 to 5 votes.

#### Electronic Resource Management

A small majority (51%) indicated that they use Office Suite-style products to manage their electronic resources, and larger majority (60%) indicated that they are not interest in using a consortially managed ERM for any functional area.

## K12

The K12 survey had 254 responses, with the majority coming from public K12 sites.

### Resource Ratings

Using the same ratings scale as presented in the GPLS summary, scores for K12 resources had less variance. The highest was 4.53 for Encyclopedia Britannica while the lowest was 4.10 for Kids InfoBits, and the average score was 4.27. The K12 survey also included an option to indicate that a resource was unfamiliar ("not familiar/no opinion"). While there was little difference in rating scores between resources, there was a much greater difference in the frequency with which the unfamiliar response was selected. The two resources that are not shared between public and private K12, Kids InfoBits and Speakaboos, received the highest percentage of "not familiar/no opinion" responses, at 65% and 62% respectively. Other resources varied from 57% to as little as 6%, with the lowest percentage, indicating the highest familiarity, claimed by Britannica. These results possibly indicate that familiarity with a resource is a better measure of satisfaction, and that awareness of resources is an issue in general.

### Other Resource Comments

There were many comments, with common themes being gratitude for making resources available, unfamiliarity with specific resources, lack of experience using GALILEO in general, and difficulty in using search interfaces.

### Requested Resources

Overall there were many requests for eBook content. There were 48 requests for eBooks between general requests for more or better eBooks (5) and requests for specific resources such as Teachingbooks.net (22), TumbleBooks (14), MyOn (4), OpenEbook (2) and audiobooks (1). Other popular requests include PebbleGo (8), SIRS (5), Culturegrams (5), and BrainPOP (5).

### Usability

Respondents seem to be satisfied with usability, with 71% indicating that GALILEO returns an appropriate number of results.

### K12 costshares

Only 7% of those surveyed indicated that they are interested in purchasing additional resources through GALILEO.

### Statistics

A majority (59%) responded that statistics for individual schools would be useful. Statistics are currently gathered and reported at the system level.

## Costshare Institutions

We had 56 total responses from AMPALS (9), GPALS (15), TCSG (14), and USG (18), constituting a 68% response rate.

### ERM functions

Part of the committee's purpose in assessing ERM needs was to determine the scope of function. This meant determining whether functions should be targeted specifically at supplementing the renewal of costshare resources through GALILEO, or if there is a desire for wider functionality in managing local resources. The committee did not find a widespread need or desire to provide ERM functions for local resources. In regards to costshare resources however, every functional area had at least one function with 70% or more approval. The following functions (in order of popularity) were assessed as the most important, and will be used to evaluate ERM options.

- (92.9%) The ability to see price quotes at the point of making renewal decisions
- (89.3%) Access statistics for consortial collections that are integrated with other subscription information (such as cost)
- (82.1%) Access detailed resource information at the point of selection (titles lists, coverage, etc.)
- (78.6%) The ability to confirm renewal selections online
- (78.6%) Access licenses for GALILEO resources
- (75.0%) Overlap analysis and resource comparison
- (71.4%) Shows cost/use measures

### Satisfaction with current costshare process

Almost two-thirds (64%) of respondents indicated they are either satisfied or very satisfied with the current process. There was only one response for dissatisfied or very dissatisfied, and there were three responses indicating an institution or the person answering the survey had not participated in costshares.

### Current ERM systems and needs

Currently about half of institutions report using Library Management Systems (55%) or Office-style document systems (46%) as ERM systems, and only 11% use a dedicated ERM product. Each major functional area (queried independently of the functions listed above) was reported as being an area of interest for management using a consortially provisioned ERM, ranging from 53%-83%.