

MISO Survey Symposium 2008



Handouts for:

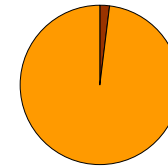
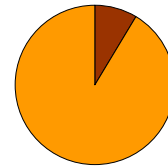
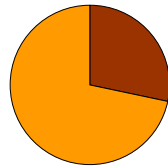
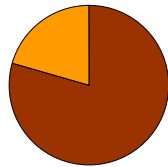
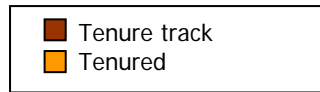
"Changing faculty demographics
and their impact on the delivery of information services"

Faculty profile analysis

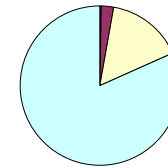
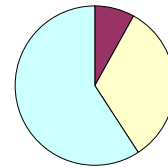
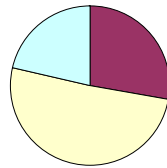
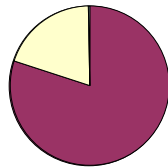
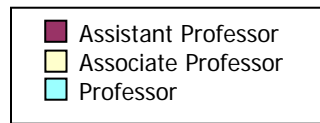
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Faculty age profile, with tenure and rank

Tenure status:



Rank:

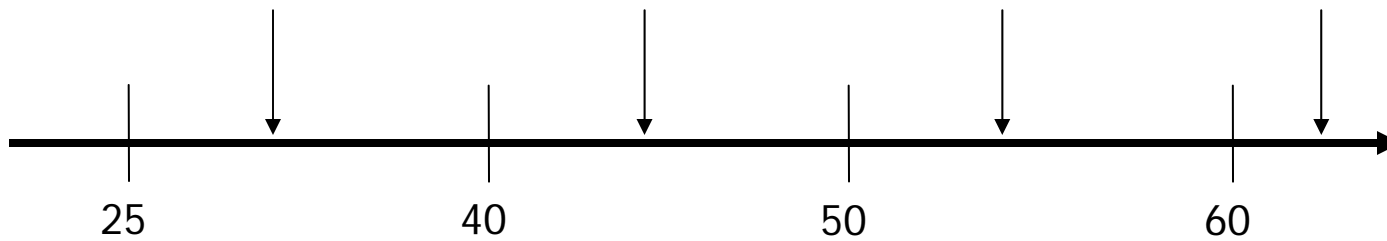


Age 25-39
Early career

Age 40-49
Early tenured career

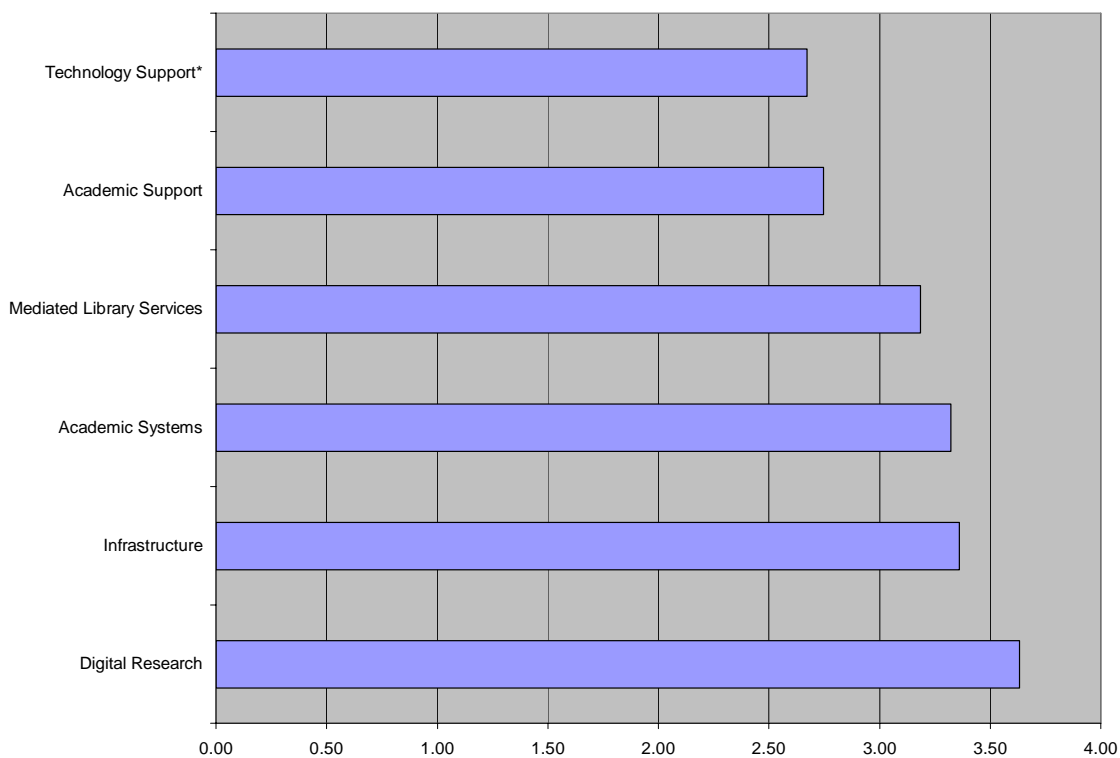
Age 50-59
Mid-career

Age 60+
Late career



Importance, Faculty 25-39

Importance by category



* Technology support shows no significant differences in importance between age groups.

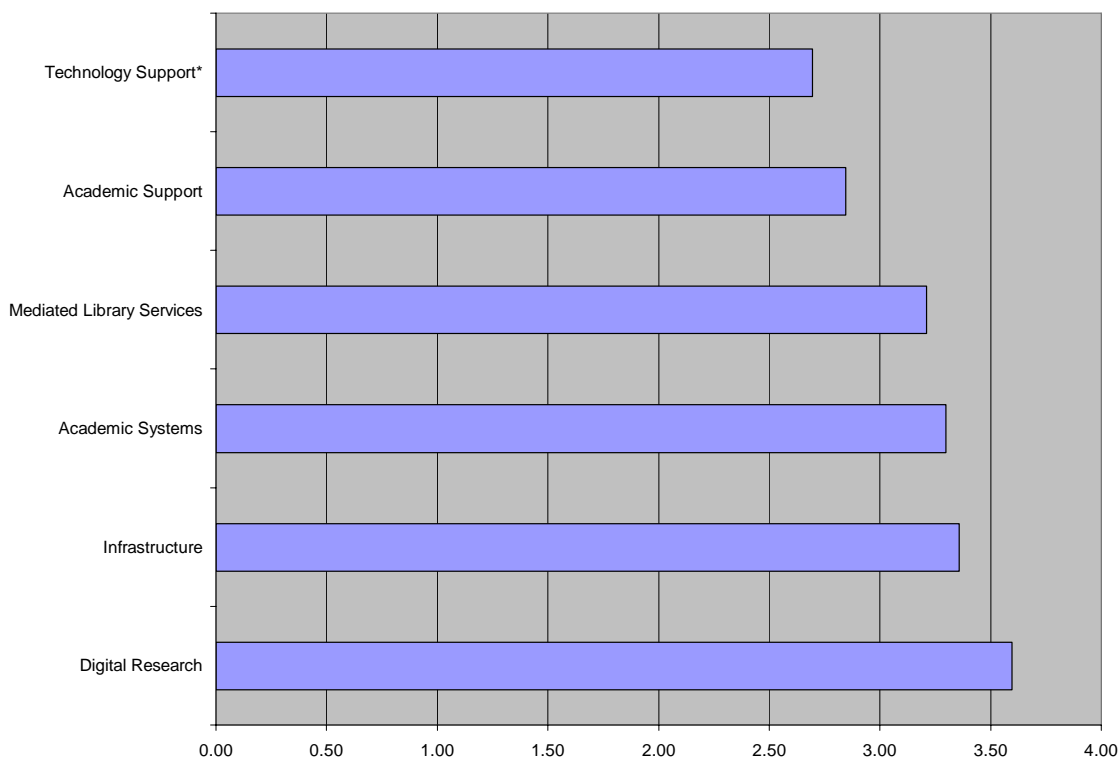
Importance by service (ordered high to low by numeric mean)

Category	High (>3.5)	Moderate (3.0-3.5)	Lower (<3.0)
Academic support		Support for technology in meeting spaces & classrooms	Instructional technology support; Library research instruction for academic courses; Technology instruction for academic courses; Borrowing technology equipment
Academic systems	Technology in meeting spaces & classrooms; ERP; ERP self service	Course management system; Online course reserves	
Digital research	Library databases (e.g. LexisNexis, JSTOR); Online library catalog; Interlibrary loan;	Library information on the merged organization Web site	
Infrastructure	Access to online resources from off-campus	Wireless access to the Internet on campus	
Mediated library services	Library Circulation services	Library Reference services	Library liaison/contact
Technology support			Computing information on the merged organization Web site

Services included in this grid display statistically significant change between at least one faculty age group and another.

Importance, Faculty 40-49

Importance by category



* Technology support shows no significant differences in importance between age groups.

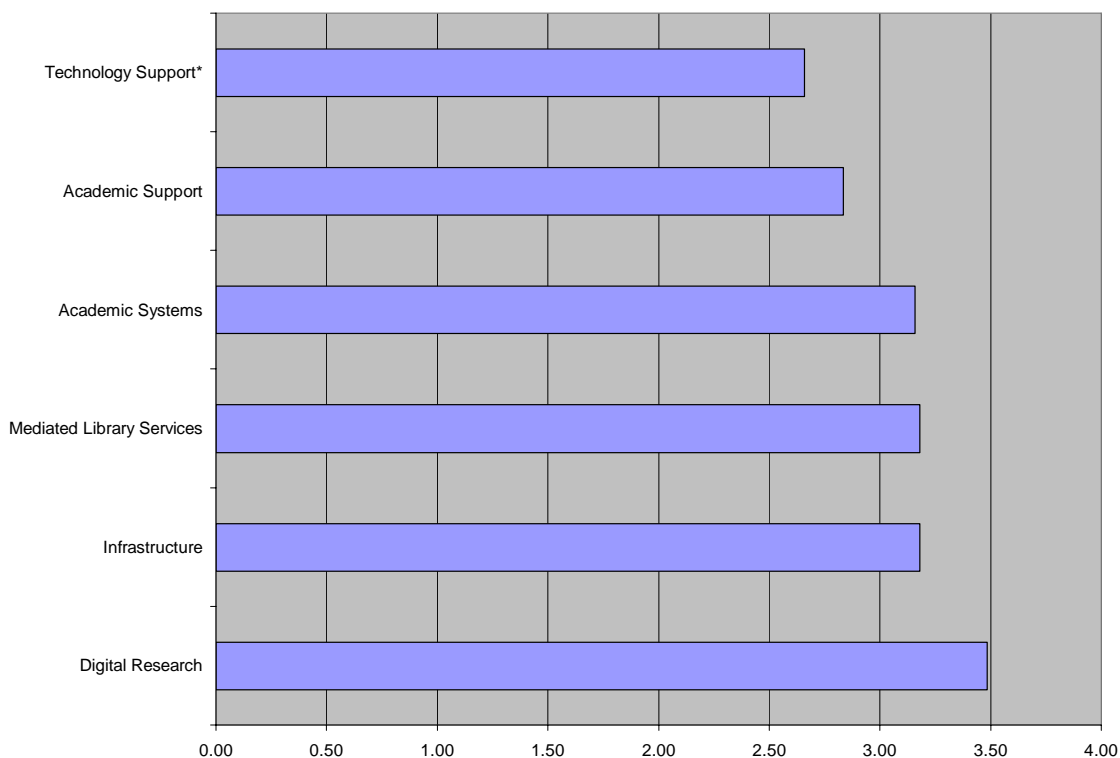
Importance by service (ordered high to low by numeric mean)

Category	High (>3.5)	Moderate (3.0-3.5)	Lower (<3.0)
Academic support		Support for technology in meeting spaces & classrooms; Instructional technology support;	Library research instruction for academic courses; Technology instruction for academic courses; Borrowing technology equipment
Academic systems	Technology in meeting spaces & classrooms; ERP self service; ERP	Online course reserves	Course management system
Digital research	Online library catalog; Library databases (e.g. LexisNexis, JSTOR); Interlibrary loan	Library information on the merged organization Web site	
Infrastructure	Access to online resources from off-campus	Wireless access to the Internet on campus	
Mediated library services	Library Circulation services	Library Reference services	Library liaison/contact
Technology support			Computing information on the merged organization Web site

Services included in this grid display statistically significant change between at least one faculty age group and another.

Importance, Faculty 50-59

Importance by category



* Technology support shows no significant differences in importance between age groups.

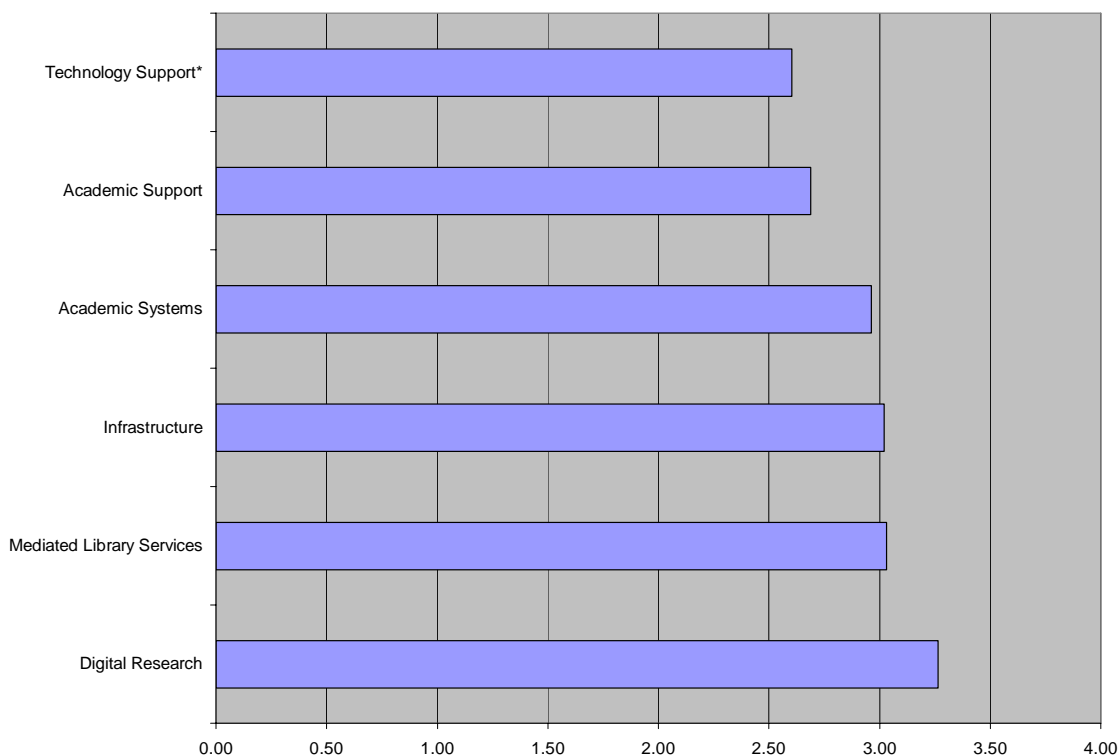
Importance by service (ordered high to low by numeric mean)

Category	High (>3.5)	Moderate (3.0-3.5)	Lower (<3.0)
Academic support		Support for technology in meeting spaces & classrooms; Instructional technology support	Library research instruction for academic courses; Technology instruction for academic courses; Borrowing technology equipment
Academic systems	Technology in meeting spaces & classrooms; ERP self service	ERP	Course management system; Online course reserves
Digital research	Online library catalog ; Library databases (e.g. LexisNexis, JSTOR);	Interlibrary loan; Library information on the merged organization Web site	
Infrastructure	Access to online resources from off-campus		Wireless access to the Internet on campus
Mediated library services		Library Circulation services; Library Reference services	Library liaison/contact
Technology support			Computing information on the merged organization Web site

Services included in this grid display statistically significant change between at least one faculty age group and another.

Importance, Faculty 60+

Importance by category



* Technology support shows no significant differences in importance between age groups.

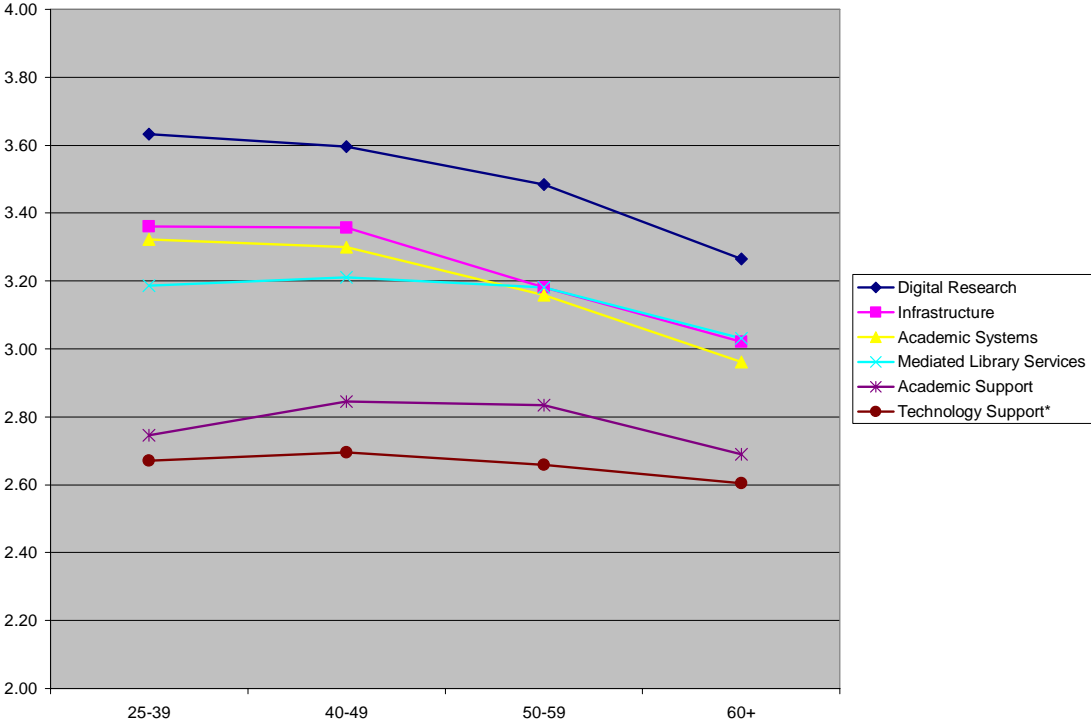
Importance by service (ordered high to low by numeric mean)

Category	High (>3.5)	Moderate (3.0-3.5)	Lower (<3.0)
Academic support		Support for technology in meeting spaces & classrooms; Instructional technology support	Library research instruction for academic courses; Technology instruction for academic courses; Borrowing technology equipment
Academic systems	ERP self service	Technology in meeting spaces & classrooms; ERP	Course management system; Online course reserves
Digital research	Online library catalog	Library databases (e.g. LexisNexis, JSTOR); Interlibrary loan; Library information on the merged organization Web site	
Infrastructure		Access to online resources from off-campus	Wireless access to the Internet on campus
Mediated library services		Library Circulation services; Library Reference services	Library liaison/contact
Technology support			Computing information on the merged organization Web site

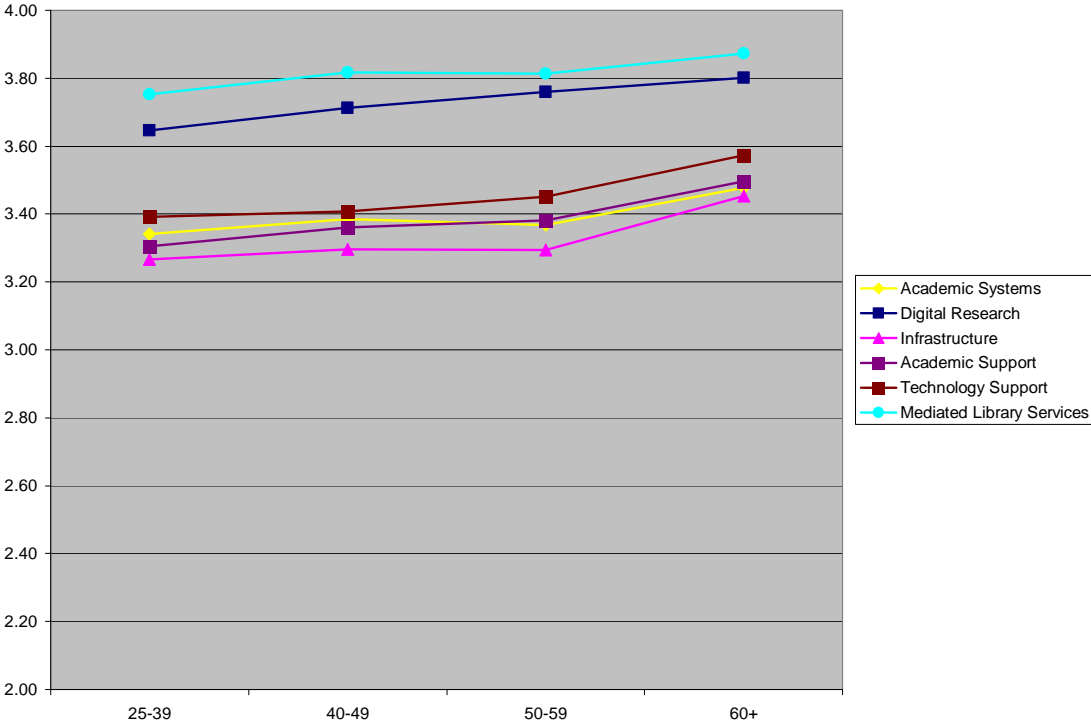
Services included in this grid display statistically significant change between at least one faculty age group and another.

Importance and Satisfaction: changes between age groups

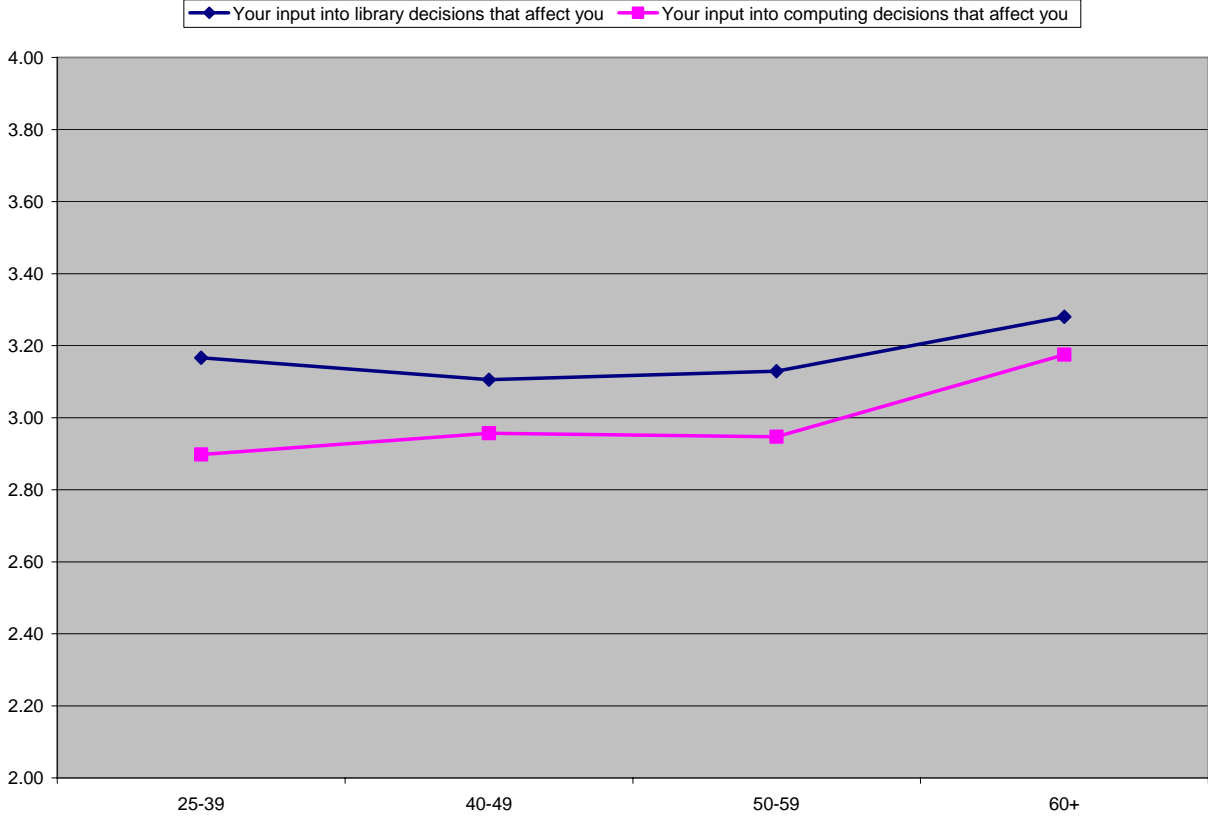
Importance



Satisfaction

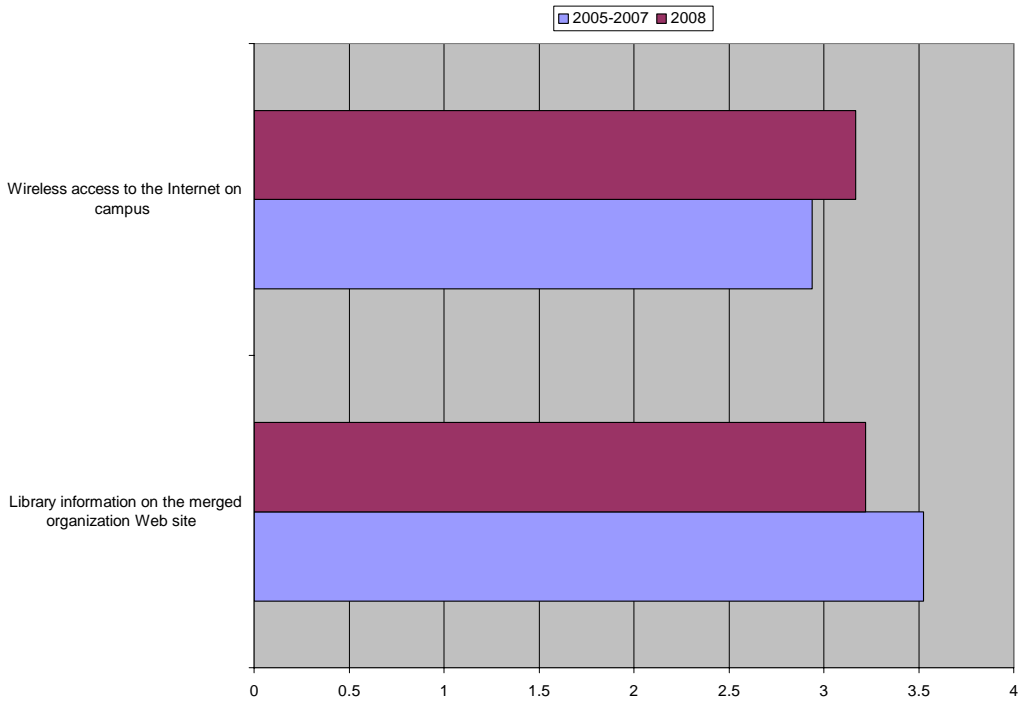


Satisfaction with input into decisions: changes between age groups

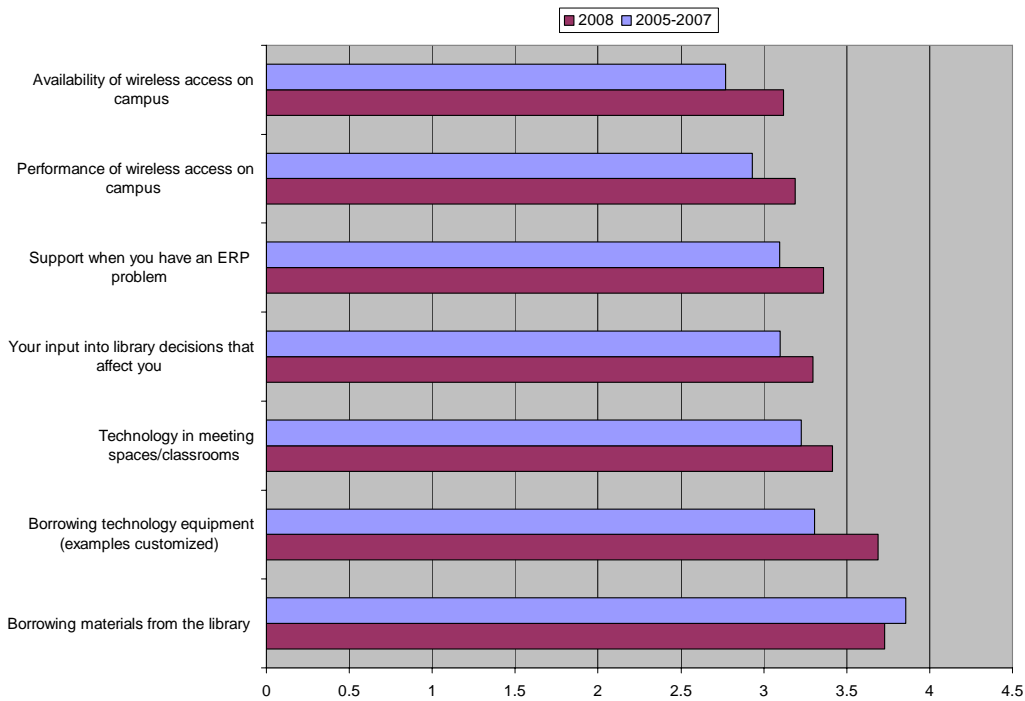


Changes in importance and satisfaction, by age group

Importance, 25-39

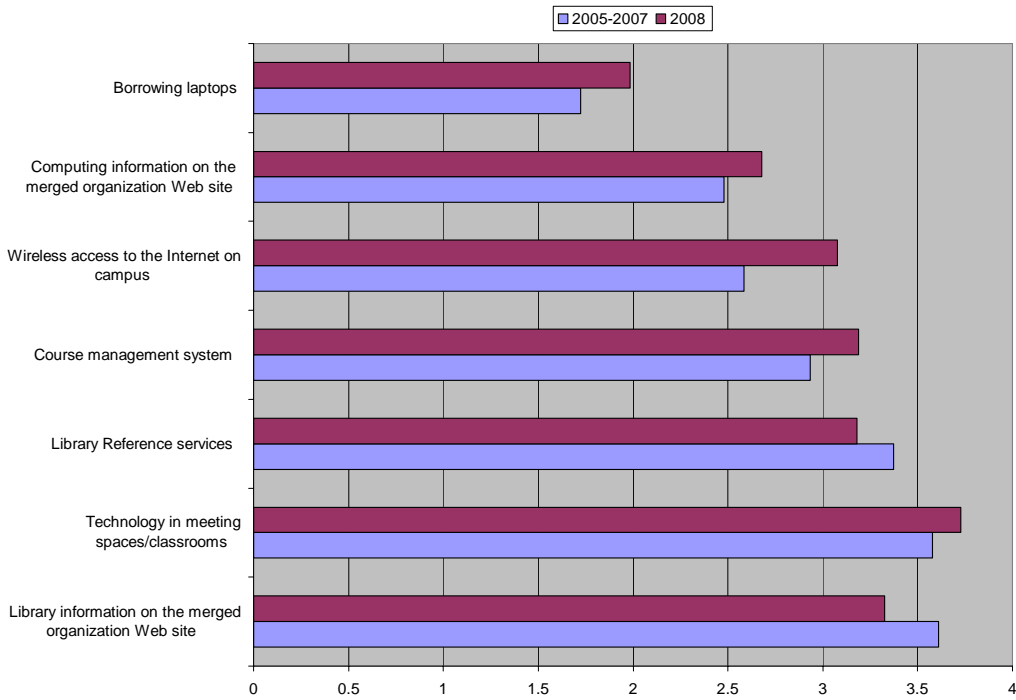


Satisfaction, 25-39

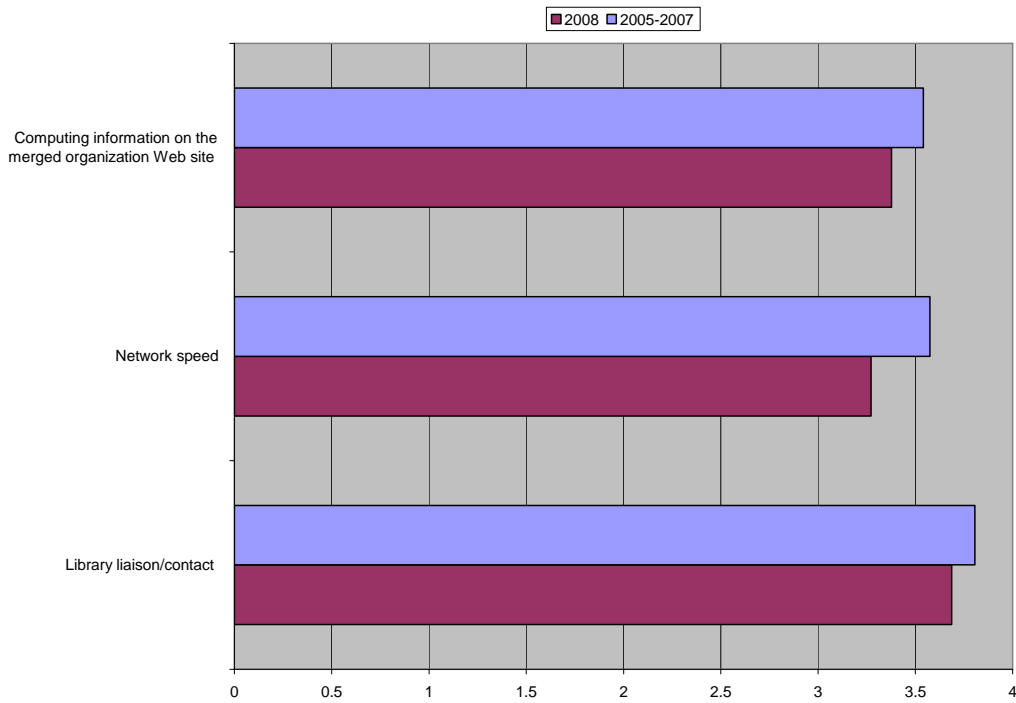


Changes in importance and satisfaction, by age group (cont.)

Importance, 40-49

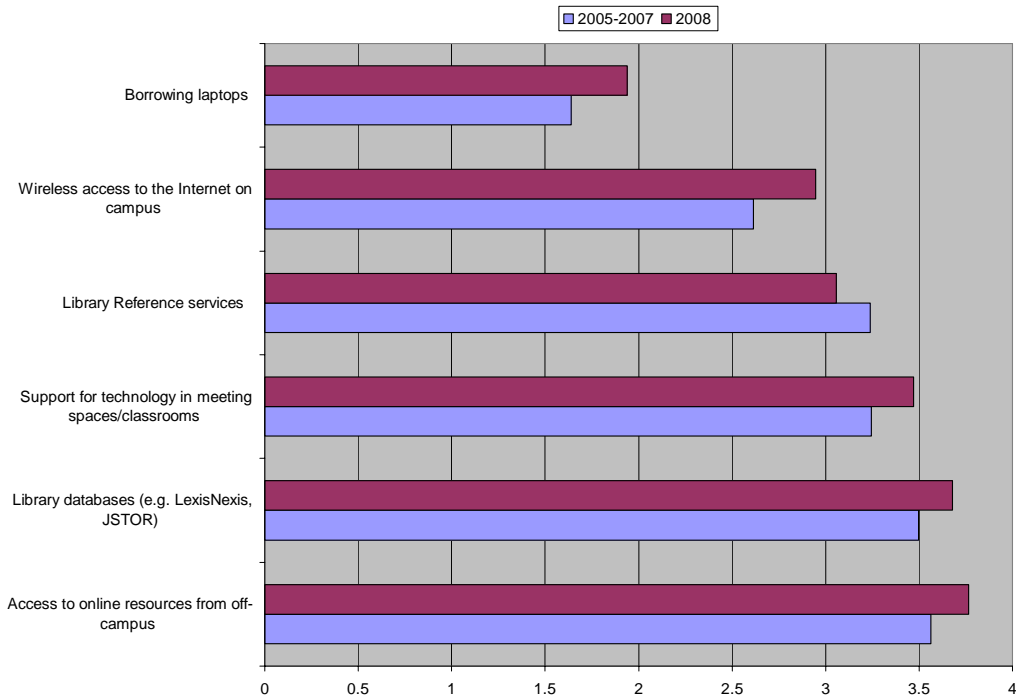


Satisfaction, 40-49

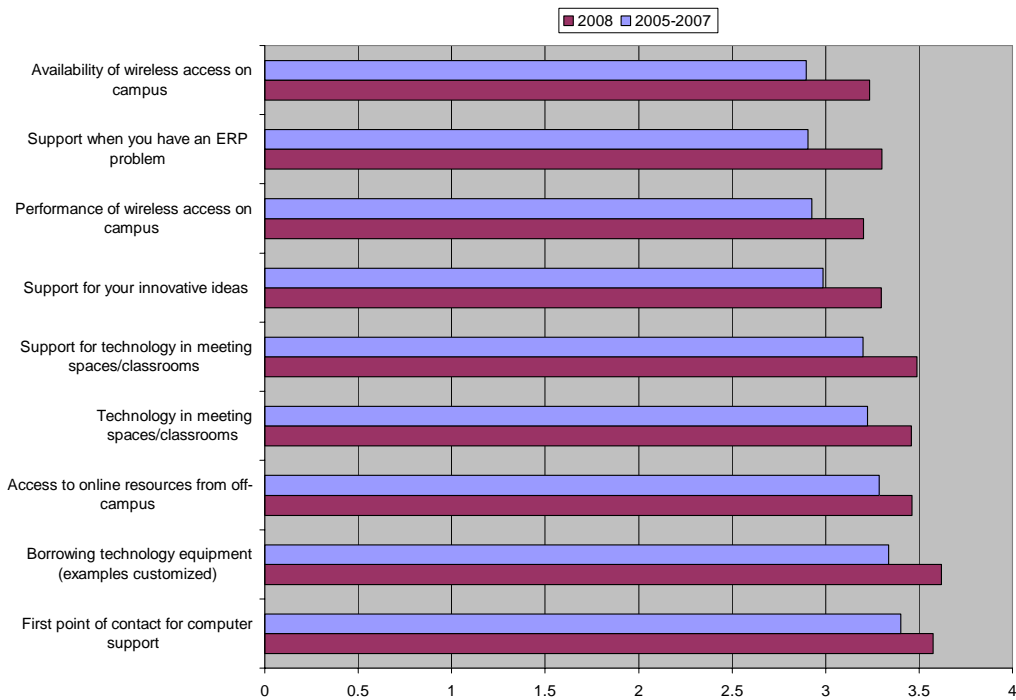


Changes in importance and satisfaction, by age group (cont.)

Importance, 50-59

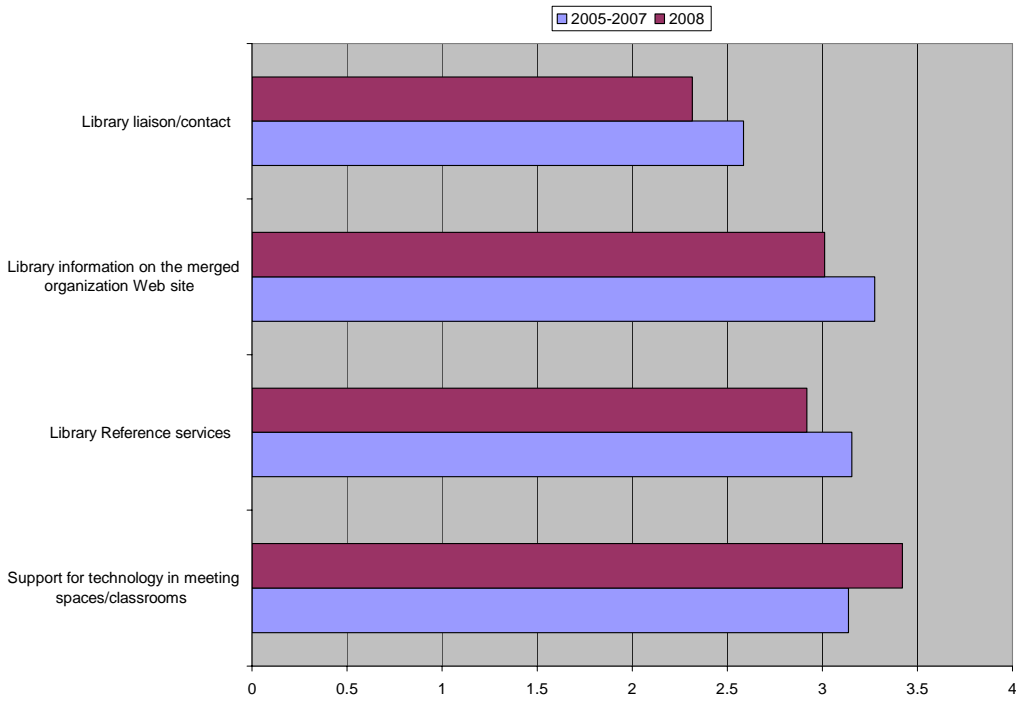


Satisfaction, 50-59

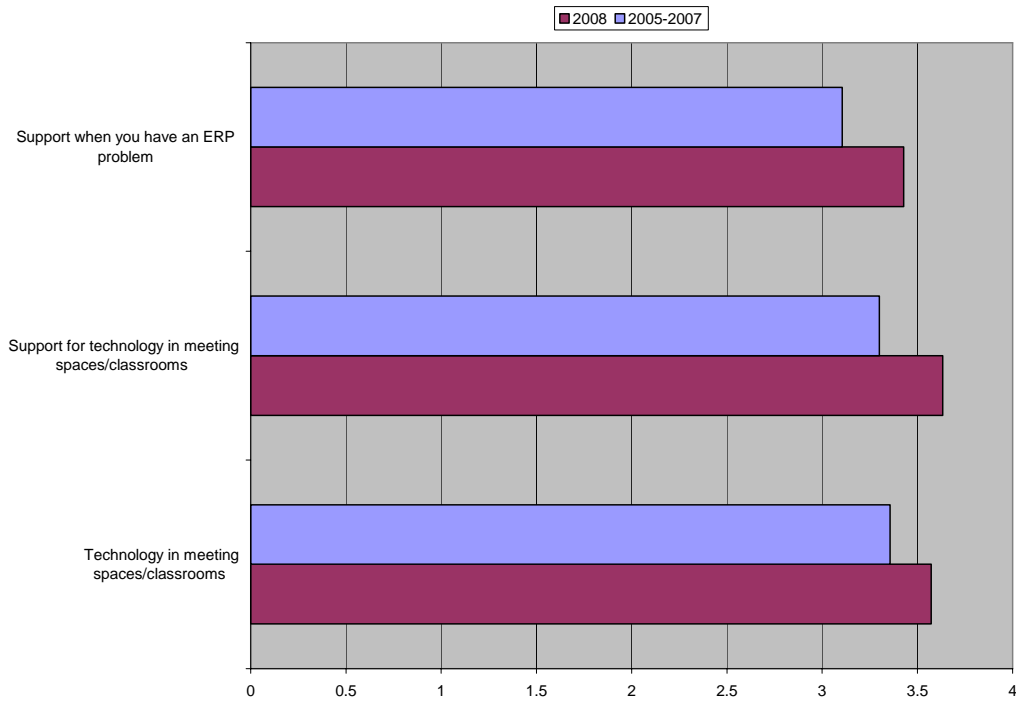


Changes in importance and satisfaction, by age group (cont.)

Importance, 60+



Satisfaction, 60+



Appendix 1: Service importance by faculty age group

High importance: 3.5+

Moderate importance: 3.0-3.5

Services listed in order by numeric mean

	25-39		40-49		50-59		60+	
Category	High	Moderate	High	Moderate	High	Moderate	High	Moderate
Academic support		Support for technology in meeting spaces & classrooms		Support for technology in meeting spaces & classrooms; Instructional technology support;		Support for technology in meeting spaces & classrooms; Instructional technology support		Support for technology in meeting spaces & classrooms; Instructional technology support
Academic systems	Technology in meeting spaces & classrooms; ERP; ERP self service	Course management system; online course reserves	Technology in meeting spaces & classrooms; ERP self service; ERP	Online course reserves	Technology in meeting spaces & classrooms; ERP self service	ERP	ERP self service	Technology in meeting spaces & classrooms; ERP
Digital research	Library databases (e.g. LexisNexis, JSTOR); Online library catalog; Interlibrary loan	Library information on the merged organization Web site	Online library catalog; Library databases (e.g. LexisNexis, JSTOR); Interlibrary loan	Library information on the merged organization Web site	Online library catalog ; Library databases (e.g. LexisNexis, JSTOR);	Interlibrary loan; Library information on the merged organization Web site	Online library catalog	Library databases (e.g. LexisNexis, JSTOR); Interlibrary loan; Library information on the merged organization Web site
Infrastructure	Access to online resources from off-campus	Wireless access to the Internet on campus	Access to online resources from off-campus	Wireless access to the Internet on campus	Access to online resources from off-campus			Access to online resources from off-campus
Mediated library services	Library Circulation services	Library Reference services	Library Circulation services	Library Reference services		Library Circulation services; Library Reference services		Library Circulation services; Library Reference services

Appendix 2: Services included in each category

Category title	Importance	Satisfaction
Academic support	Support for technology in meeting spaces/classrooms; Instructional technology support; Library research instruction for academic courses; Technology instruction for academic courses; Borrowing technology equipment (examples customized)	Library research instruction for academic courses; Instructional technology support; Support for technology in meeting spaces/classrooms; Support when you have an ERP problem; Support for your innovative ideas; Support for your specialized computing needs
Academic systems	ERP self service; Technology in meeting spaces/classrooms; ERP; Course management system; Online course reserves	ERP; Technology in meeting spaces/classrooms
Digital research	Online library catalog; Library databases (e.g. LexisNexis, JSTOR); Interlibrary loan; Library information on the merged organization Web site;	Interlibrary loan; Online library catalog; Library information on the merged organization Web site
Infrastructure	Access to online resources from off-campus; Wireless access to the Internet on campus	Virus protection; Access to online resources from off-campus; Campus telephone services; E-mail services; Network speed; Network stability; Desktop computer replacement; Performance of wireless access on campus; Availability of wireless access on campus; E-mail SPAM filtering
Mediated library services	Library Circulation services; Library Reference services; Library liaison/contact	Library Reference services; Library Circulation services; Borrowing materials from the library; Library liaison/contact
Technology support	Computing information on the merged organization Web site	First point of contact for computer support; Support when you have a desktop computing problem; Status information on computing problems; Computing information on the merged organization Web site

Each service above shows a statistically significant difference between at least one faculty age group and another.

Appendix 3: Service satisfaction by faculty age group

High satisfaction: 3.5+

Moderate satisfaction: 3.0-3.5

Services listed in order by numeric mean

Category	25-39		40-49		50-59		60+	
	High	Moderate	High	Moderate	High	Moderate	High	Moderate
Academic support	Library research instruction for academic courses	Instructional technology support; Support for technology in meeting spaces & classrooms; Support when you have an ERP problem; Support for your innovative ideas; Support for your specialized computing needs	Library research instruction for academic courses	Instructional technology support; Support for technology in meeting spaces & classrooms; Support for your innovative ideas; Support when you have an ERP problem; Support for your specialized computing needs	Library research instruction for academic courses	Instructional technology support; Support for technology in meeting spaces & classrooms; Support when you have an ERP problem; Support for your innovative ideas; Support for your specialized computing needs	Library research instruction for academic courses	Support for your specialized computing needs; Support for your innovative ideas
Academic systems		ERP; Technology in meeting spaces & classrooms		ERP; Technology in meeting spaces & classrooms		Technology in meeting spaces & classrooms; ERP		ERP; Technology in meeting spaces & classrooms
Digital research	Interlibrary loan; Online library catalog; Library information on the merged organization Web site		Interlibrary loan; Online library catalog; Library information on the merged organization Web site		Interlibrary loan; Online library catalog; Library information on the merged organization Web site		Interlibrary loan; Online library catalog; Library information on the merged organization Web site	
Infrastructure		Virus protection; Access to online resources from off-campus; Campus telephone services; E-mail services; Network speed; Network stability; Desktop computer replacement; Performance of wireless access on campus; Availability of wireless access on campus; E-mail SPAM filtering	Virus protection	Access to online resources from off-campus; Campus telephone services; E-mail services; Network stability; Network speed; Desktop computer replacement; Availability of wireless access on campus; Performance of wireless access on campus	Virus protection	Access to online resources from off-campus; Campus telephone services; E-mail services; Network stability; Network speed; Desktop computer replacement; Performance of wireless access on campus; Availability of wireless access on campus	Virus protection; E-mail services; Campus telephone services; Access to online resources from off-campus	Desktop computer replacement; Network stability; Network speed; Performance of wireless access on campus; Availability of wireless access on campus
Mediated library services	Library Reference services; Library Circulation services; Borrowing materials from the library; Library liaison/contact		Library Circulation services; Library Reference services; Borrowing materials from the library; Library liaison/contact		Library Reference services; Library Circulation services; Borrowing materials from the library; Library liaison/contact		Library Reference services; Library Circulation services; Borrowing materials from the library; Library liaison/contact	
Technology support		First point of contact for computer support; Support when you have a desktop computing problem; Status information on computing problems; Computing information on the merged organization Web site		Support when you have a desktop computing problem; First point of contact for computer support; Status information on computing problems; Computing information on the merged organization Web site	First point of contact for computer support	Support when you have a desktop computing problem; Computing information on the merged organization Web site; Status information on computing problems	First point of contact for computer support; Support when you have a desktop computing problem; Status information on computing problems; Computing information on the merged organization Web site	