

Faculty Change Over Time

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Two-time faculty survey participants

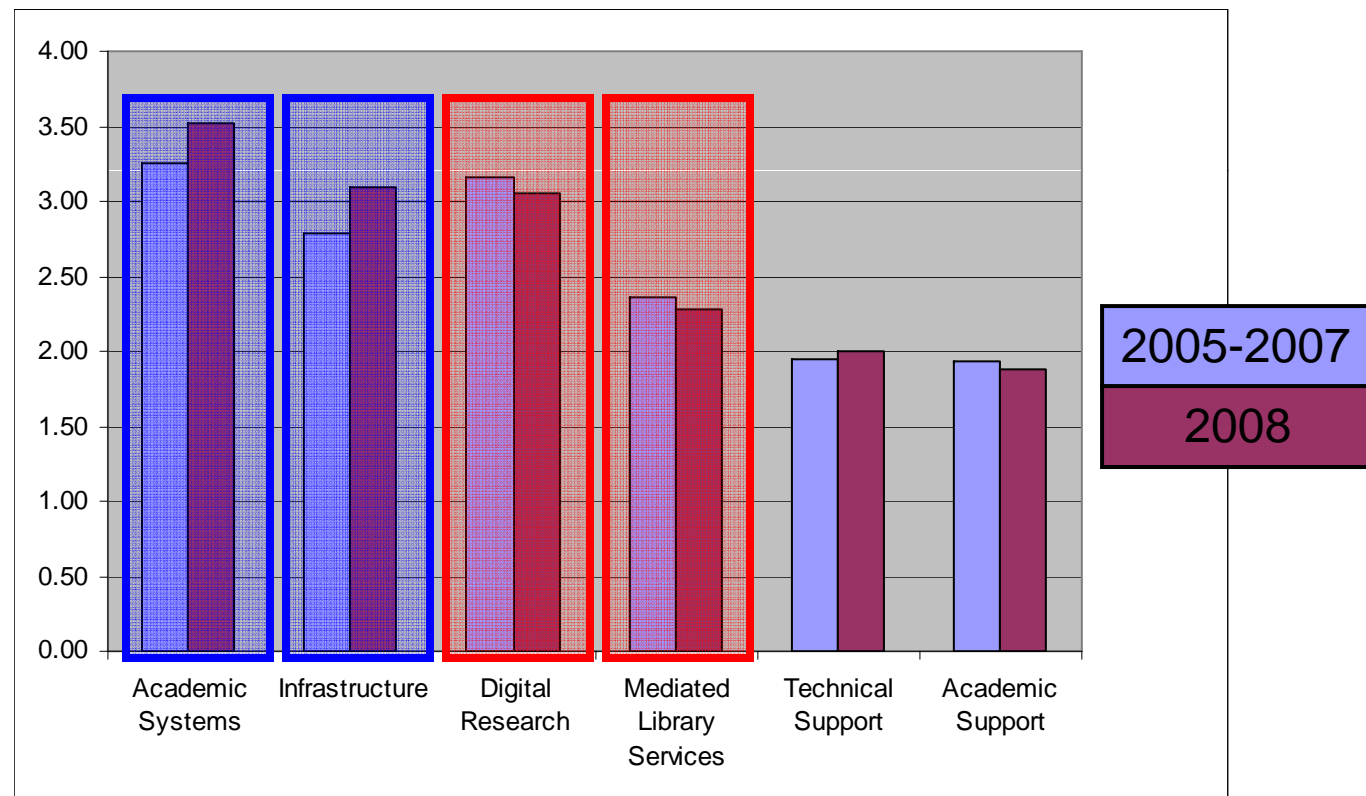
Bates College
Brandeis University
Bryn Mawr College
Colby-Sawyer College
Dickinson College
Middlebury College
Pomona College
University of Richmond
Wagner College
Wellesley College

*Faculty are happiest with
services they least value
and rarely use*

Categories

ACADEMIC SUPPORT	ACADEMIC SYSTEMS	DIGITAL RESEARCH	INFRASTRUCTURE	MEDIATED LIBRARY SERVICES	TECHNOLOGY SUPPORT
Borrowing technology equipment	Course management system	Interlibrary loan	Access to online resources from off-campus	Borrowing materials from the library	Borrowing laptops
Instructional technology support	ERP/ERP self service	Library databases	Availability of wireless access on campus	Library Circulation services	Computing information on the merged organization Web site
Library research instruction for academic courses	Online course reserves	Library information on the merged organization Web site	Campus telephone services	Library liaison/contact	First point of contact for computer support
Support for technology in meeting spaces/classrooms	Technology in meeting spaces/classrooms	Online library catalog	Desktop computer replacement	Library Reference services	Status information on computing problems
Support for your innovative ideas			E-mail services		Support when you have a desktop computing problem
Support for your specialized computing needs			E-mail SPAM filtering		
Support when you have an ERP problem			Network speed		
Technology instruction for academic courses			Network stability		
			Performance of wireless access on campus		
			Virus protection		
			Wireless access to the Internet on campus		

USE Category Means



Most Used (3.0+)

2005-2007

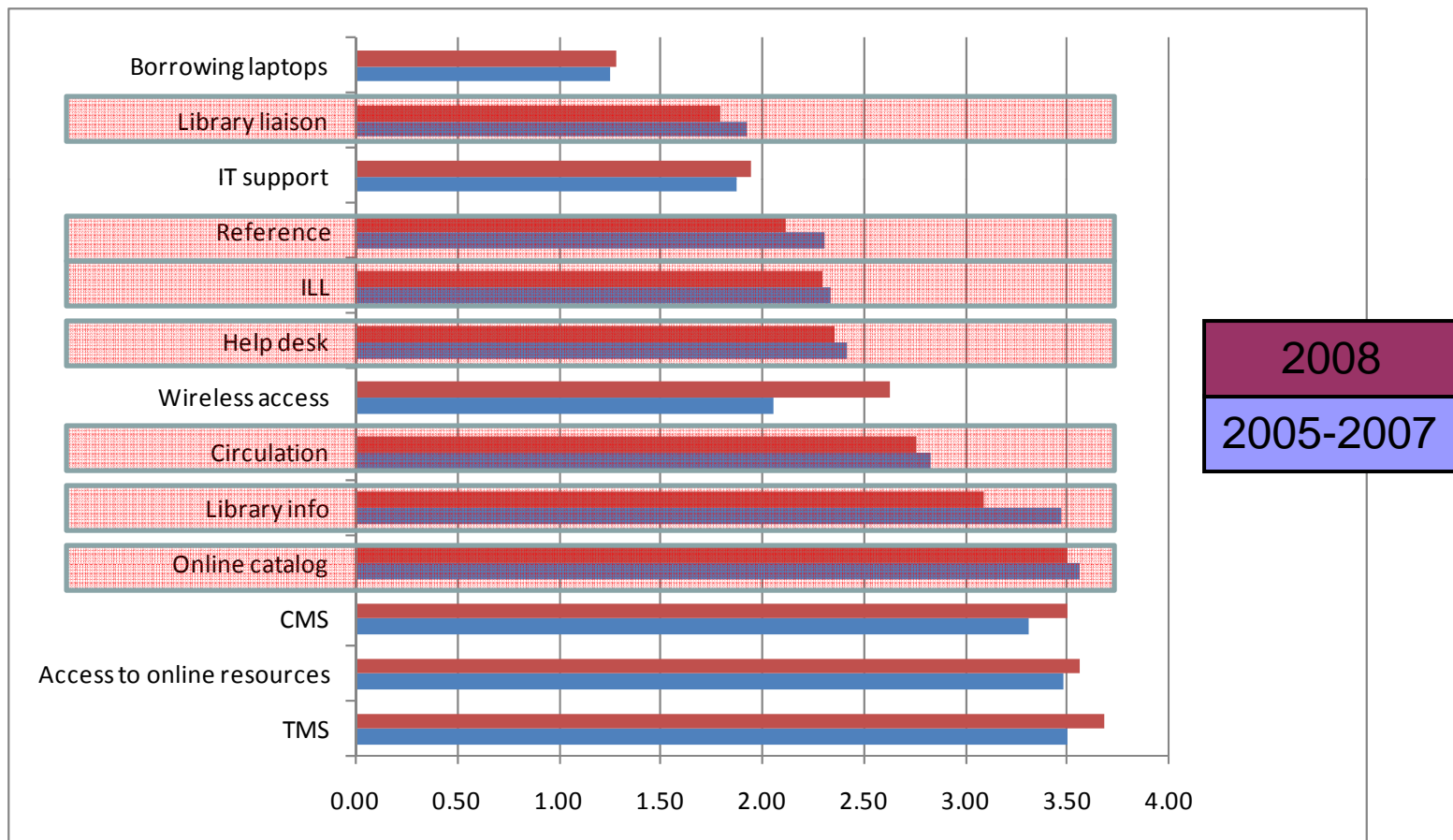
1. Online library catalog
2. Technology in meeting spaces/classrooms
3. Access to online resources from off-campus
4. Library information on the merged organization Web site
5. Course management system
6. Library databases

2008

1. Technology in meeting spaces/classrooms
2. Access to online resources from off-campus
3. Online library catalog
4. Course management system
5. ERP
6. Library databases
7. Library information on the merged organization Web site

USE

statistically-significant changes



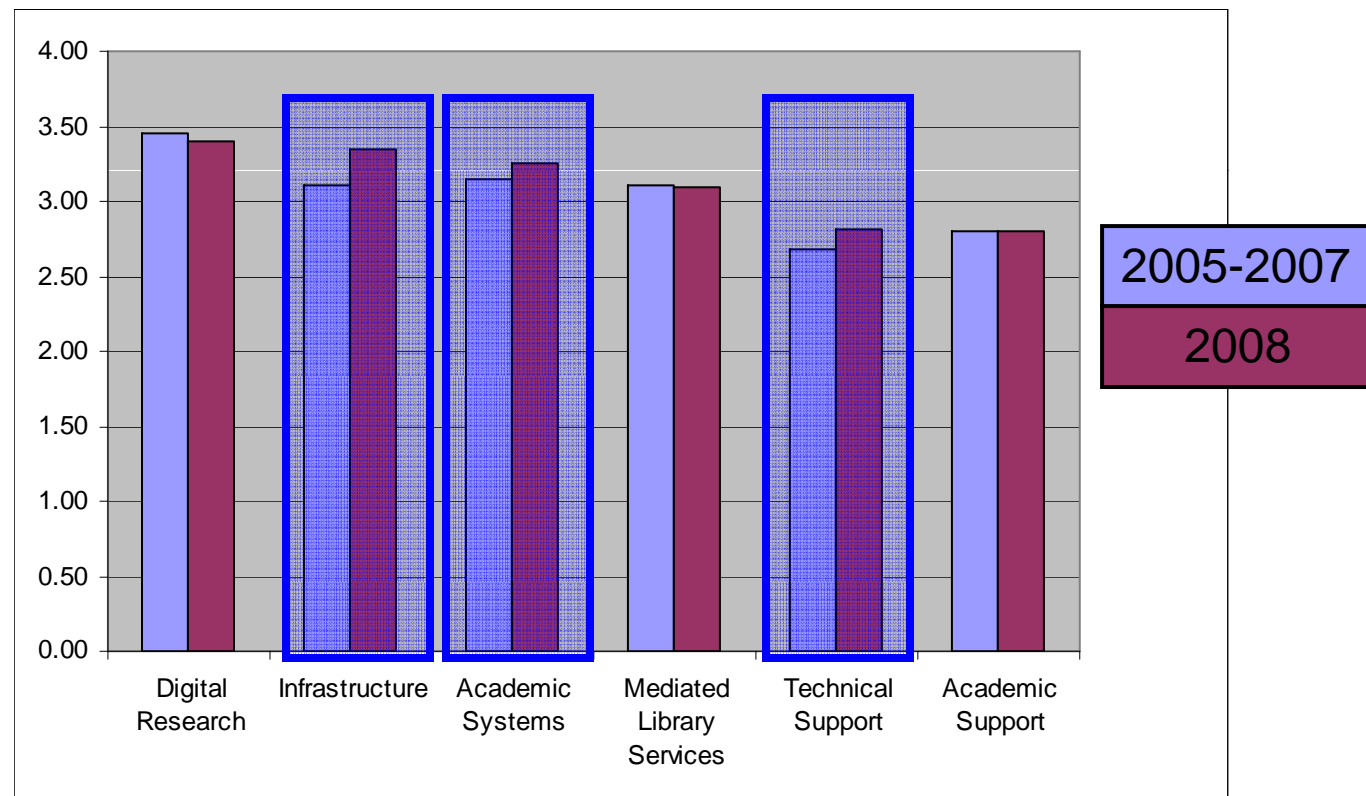
DISCUSSION QUESTION

Use of library services is on the decline.

*To what do you attribute this
phenomenon?*

IMPORTANCE

Category Means



Most Important (3.25+)

2005-2007

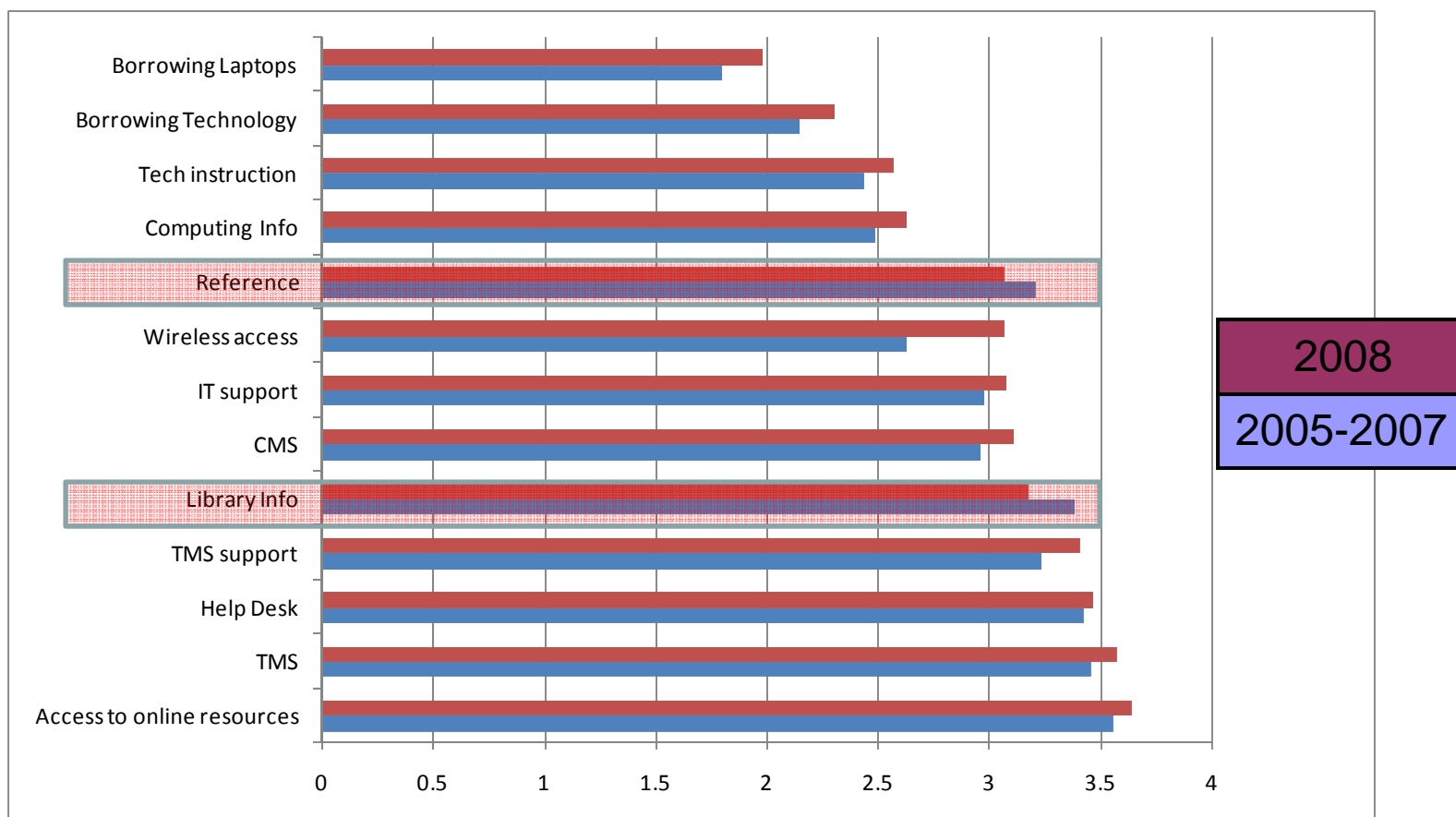
1. Online library catalog
2. Access to online resources from off-campus
3. Library databases
4. Technology in meeting spaces/classrooms
5. Library circulation services
6. Helpdesk
7. Library information on the merged organization Web site
8. Interlibrary loan

2008

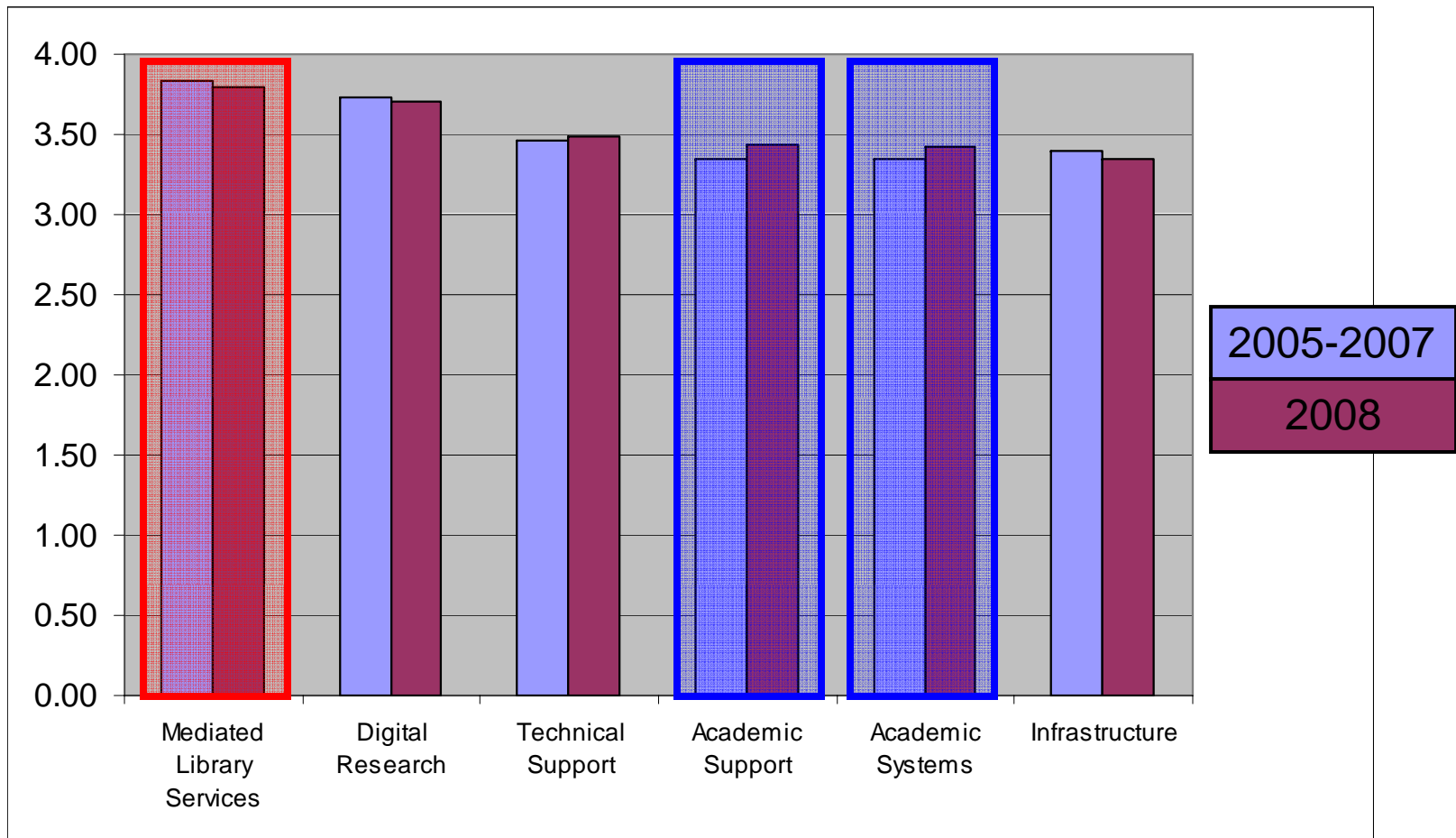
1. Access to online resources from off-campus
2. Online library catalog
3. Technology in meeting spaces/classrooms
4. Library databases
5. ERP
6. Helpdesk
7. Library circulation services
8. Support for technology in meeting spaces/classrooms
9. Interlibrary loan

IMPORTANCE

statistically-significant changes



SATISFACTION Category Means



Most Satisfied (3.5+)

2005-2007

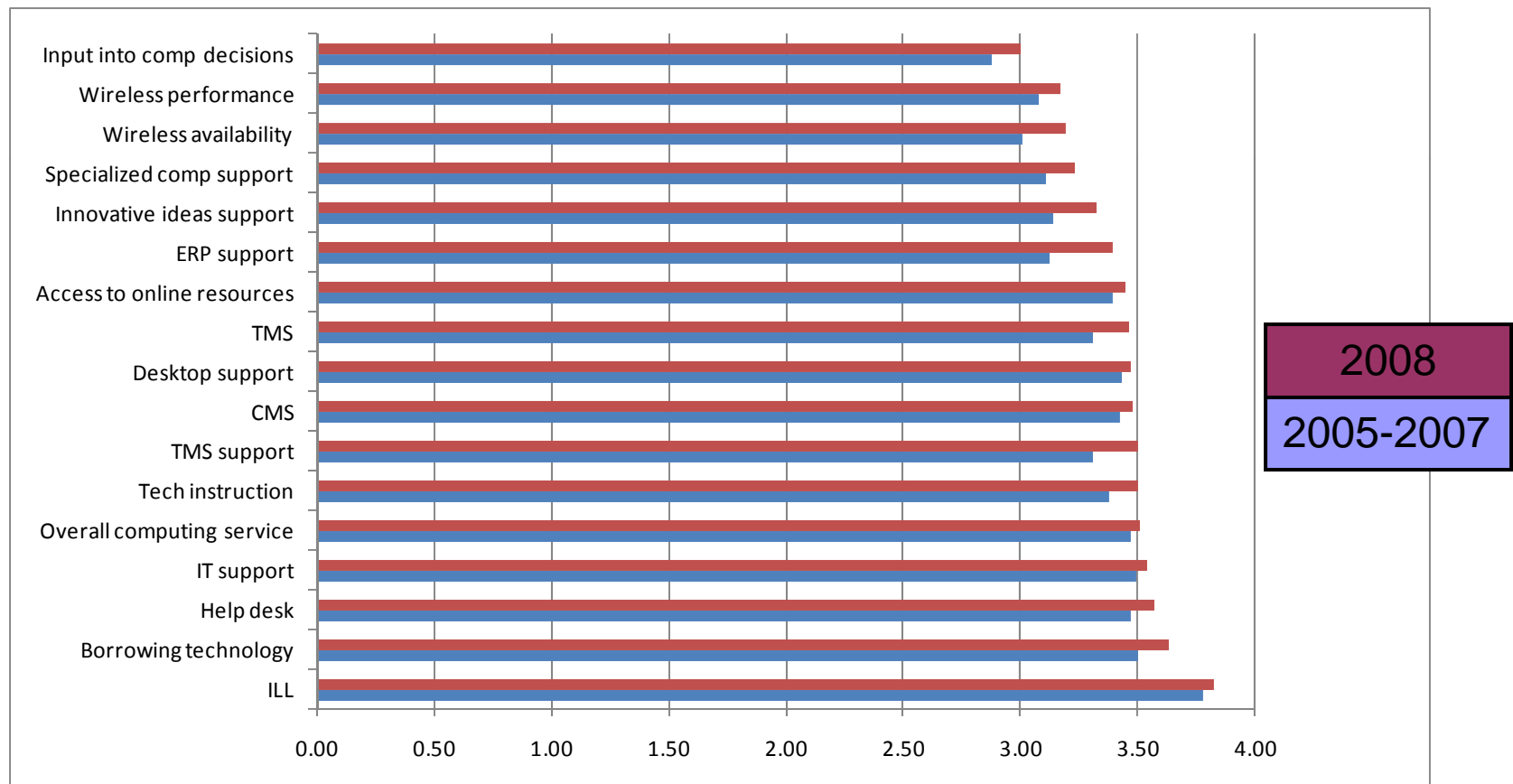
1. Library reference services
2. Borrowing materials from the library
3. Library circulation services
4. Interlibrary loan
5. Library liaison/contact
6. Overall library service
7. Library information on the merged organization Web site
8. Online library catalog
9. Library research instruction for academic courses
10. Virus protection
11. Online course reserves
12. E-mail services
13. Borrowing laptops
14. Campus telephone services
15. Borrowing technology equipment

2008

1. Library circulation services
2. Interlibrary loan
3. Library reference services
4. Borrowing materials from the library
5. Overall library service
6. Online library catalog
7. Library databases
8. Library liaison/contact
9. Library information on the merged organization Web site
10. Borrowing technology equipment
11. Library research instruction for academic courses
12. Virus protection
13. Video conferencing
14. Borrowing laptops
15. Online course reserves
16. Helpdesk
17. Instructional technology support
18. Overall computing service
19. Support for technology in meeting spaces/classrooms
20. Technology instruction for academic courses

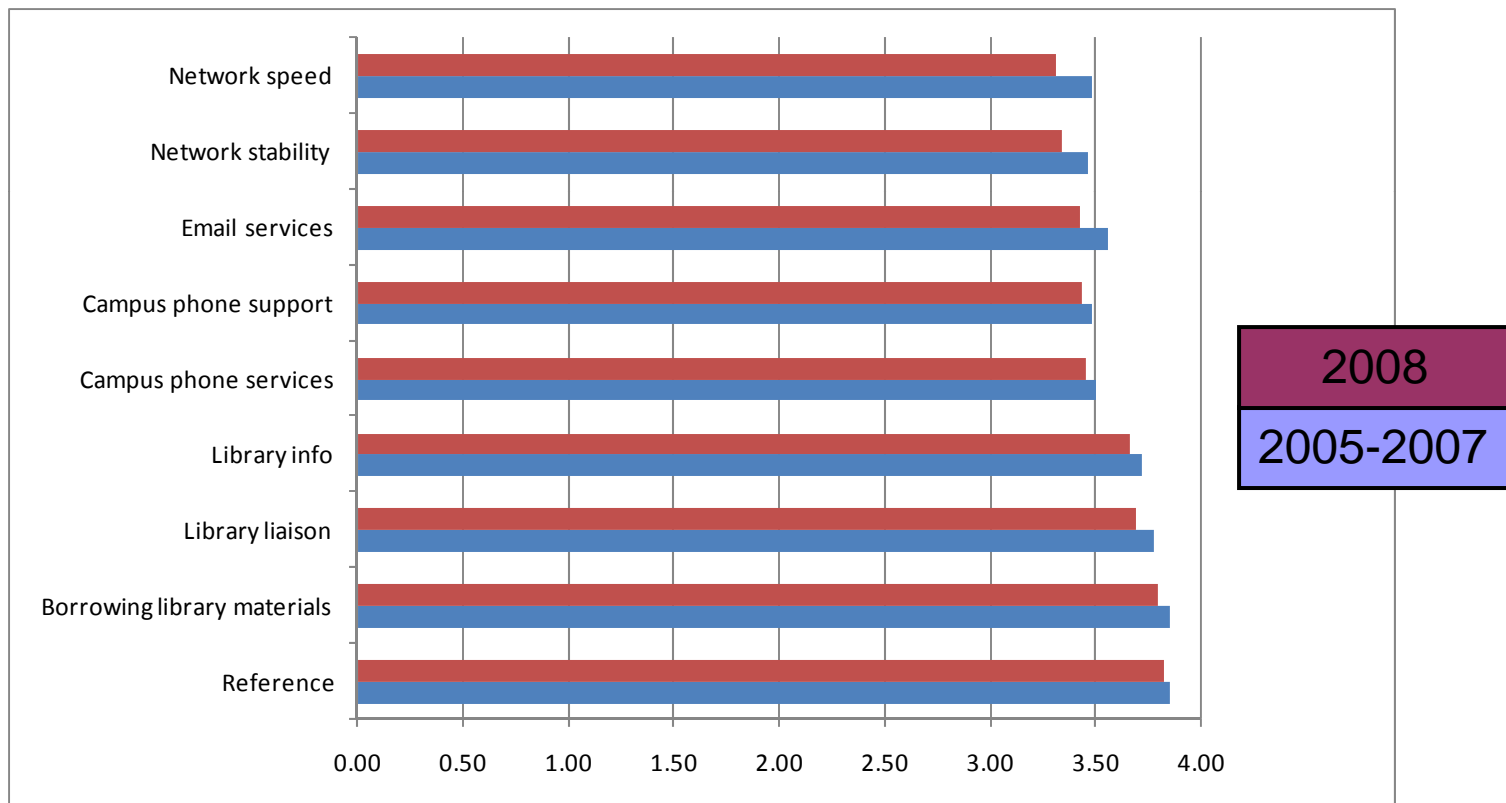
SATISFACTION

statistically-significant increases



SATISFACTION

statistically-significant decreases



DISCUSSION QUESTION

Faculty claim to be happiest with services they least value and rarely use.

To what do you attribute this phenomenon?

