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

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

![Bar chart showing category means for different years and services]
## 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

2005-2007
2008
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

<table>
<thead>
<tr>
<th>Category</th>
<th>2005-2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mediated Library Services</td>
<td>4.00</td>
<td>3.50</td>
</tr>
<tr>
<td>Digital Research</td>
<td>3.50</td>
<td>3.00</td>
</tr>
<tr>
<td>Technical Support</td>
<td>3.00</td>
<td>2.50</td>
</tr>
<tr>
<td>Academic Support</td>
<td>2.50</td>
<td>1.50</td>
</tr>
<tr>
<td>Academic Systems</td>
<td>2.00</td>
<td>1.00</td>
</tr>
<tr>
<td>Infrastructure</td>
<td>1.50</td>
<td>1.00</td>
</tr>
</tbody>
</table>
### 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

![Chart showing statistically-significant increases in various services]

- Input into comp decisions
- Wireless performance
- Wireless availability
- Specialized comp support
- Innovative ideas support
- ERP support
- Access to online resources
- TMS
- Desktop support
- CMS
- TMS support
- Tech instruction
- Overall computing service
- IT support
- Help desk
- Borrowing technology
- ILL
SATISFACTION statistically-significant decreases

- Network speed
- Network stability
- Email services
- Campus phone support
- Campus phone services
- Library info
- Library liaison
- Borrowing library materials
- Reference


- 2005-2007
- 2008
DISCUSSION QUESTION

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

To what do you attribute this phenomenon?