Reshaping Information Services for a Changing Faculty Population

Evidence and Insights from the MISO Survey

November 5, 2009
Agenda

• About MISO Survey
• Highlights from MISO Survey Annual Report
• Analysis of faculty by age
  – Why age?
  – Importance of services
  – Satisfaction with services
  – Recommendations & provocative questions
• Questions
MISO Survey Vital Statistics

• Over 35 participating institutions since 2005
• About 30,000 respondents:
  – 7,400 faculty; 10,300 staff; 12,200 students
• MISO Survey Team:
  – David Consiglio, Bryn Mawr College
  – Kevin Creamer, University of Richmond
  – Joshua Wilson, Brandeis University
  – Laurie Allen, Haverford College
  – Amy Bryant, Earlham College
Increasing Importance

- Course management system: Very important
- Wireless access to the Internet on campus: Very important
- Computing Web site: Important
- Video conferencing: Important
- ERP self service: Important
- Technology instruction for academic courses: Not important
- Technology in meeting spaces/classrooms: Important
- Borrowing laptops: Not important
- Access to online resources from off-campus: Very important

Annual Average Increase
Decreasing Importance

- Library Circulation services
- Library Web site
- Library Reference services

Average Annual Decrease

Values: -0.16, -0.12, -0.08, -0.04, 8.327E-17
Increasing Satisfaction

- Availability of wireless
- ERP Support
- Classroom Technology
- Technology instruction
- Performance of wireless
- Classroom Technology Support
- Support for your innovative ideas
- E-mail SPAM filtering
- Borrowing laptops
- Course management system
- Input into computing decisions
- Borrowing technology equipment
- First point of contact for computer support
- Support for your specialized computing needs
- Instructional technology support

Average annual increase

- High satisfaction
- Moderate satisfaction
Decreasing Satisfaction

- Annual Average Decrease
  - E-mail services: -0.16
  - Network speed: -0.12
  - Library liaison/contact: -0.08
  - Library Reference services: -0.04
  - Network stability: -0.04
  - Computing information on the merged organization Web site: 8.327E-17
  - Library information on the merged organization Web site: -0.16
  - Borrowing from the library: -0.12

Moderate satisfaction
High satisfaction
Why age?

Age 60+  
Late career

Age 50-59  
Mid-career

Age 40-49  
Early tenured career

Age 39 or younger  
Early career

Results from 2007-2009
Categories for analysis

- **Mediated Library Services**
  - circulation, reference

- **Technology Support**
  - computing website, help desk

- **Academic Support**
  - support for classroom technology, instructional technology support

- **Digital Research**
  - online catalog, library databases

- **Infrastructure**
  - wireless network, off campus access, email

- **Academic Systems**
  - classroom technology, course management system
No help wanted

Very important

Important

Somewhat important

60+  50 to 59  40 to 49  39 or younger

- Mediated Library Services
- Academic Support
- Technology Support
Content is king

- Very important
- Important
- Somewhat important

- Digital Research
- Infrastructure
- Academic Systems

60+ 50 to 59 40 to 49 39 or younger
Research anytime, anywhere

- Very important
  - Interlibrary loan
  - Library databases (e.g. LexisNexis, JSTOR)
  - Library Web site
  - Online library catalog

- Important

- Somewhat important

- 60+
- 50 to 59
- 40 to 49
- 39 or younger
The mobile scholar

![Graph showing the importance of access to online resources from off-campus, wireless access to the Internet on campus, and VPN for different age groups (60+, 50 to 59, 40 to 49, 39 or younger).]
Expanding the classroom

![Graph showing the importance of various technologies for expanding the classroom. The graph includes lines for Course management system, ERP self service, Online course reserves, and Classroom technology. The age groups are 39 or younger, 40 to 49, 50 to 59, and 60+. The importance is categorized as Very important, Important, and Somewhat important.]
Storm clouds brewing?

Digital Research
Infrastructure
Academic Systems
Mediated Library Services
Academic Support
Technology Support

60+  50 to 59  40 to 49  39 or younger
The young and the restless

Satisfied

Somewhat satisfied

Somewhat dissatisfied

60+  50 to 59  40 to 49  39 or younger

Mediated Library Services  Digital Research  Technology Support

Academic Support  Academic Systems  Infrastructure
The coming storm

### Academic systems

- 39 or younger
- 40 to 49
- 50 to 59
- 60+

### Digital Research

- 39 or younger
- 40 to 49
- 50 to 59
- 60+

### Infrastructure

- 39 or younger
- 40 to 49
- 50 to 59
- 60+
Coming storm or growing up?

**Academic systems**

**Digital Research**

**Infrastructure**

[Graphs showing trends in importance and satisfaction across different age groups for academic systems, digital research, and infrastructure.]
Recommendations

• Make systems easy to use without help
• Invest in technology infrastructure
• Improve services that facilitate self-service digital research
• Divert resources from support services to system and interface development
Support of the future

<table>
<thead>
<tr>
<th>Less Important for Faculty Overall</th>
<th>Less Important for Younger Faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Library Reference services</td>
<td>• Helpdesk</td>
</tr>
<tr>
<td>• Library Circulation services</td>
<td>• Technology Instruction for</td>
</tr>
<tr>
<td>• Library Web site</td>
<td>Academic Courses</td>
</tr>
<tr>
<td></td>
<td>• Instructional Technology</td>
</tr>
<tr>
<td></td>
<td>Support</td>
</tr>
<tr>
<td></td>
<td>• Computing Website</td>
</tr>
</tbody>
</table>
Questions?

• Annual report and more information:
  – www.misosurvey.org

• MISO Survey Team:
  – David Consiglio, Bryn Mawr College
  – Kevin Creamer, University of Richmond
  – Joshua Wilson, Brandeis University
  – Laurie Allen, Haverford College
  – Amy Bryant, Earlham College