The Perfect Storm: Assessing Trends in IT and Library Services

Evidence and Insights from the MISO Survey, 2005-2009

March 9, 2010
Agenda

- About MISO Survey
- Findings from MISO Survey Annual Report
- Recommendations & provocative questions
- Discussion
About MISO

• Web-based quantitative survey
• Launched in 2005
• Measures views of library and computing services in higher education
• Focuses on faculty, undergraduates, and staff
MISO measures....

• Services & resources
  – Use, importance, satisfaction
• Communicating with campus constituents
• Skill level of constituents
• Software and tools used
• Demographics about constituents
Participating institutions

Allegheny College  Haverford College  Rhodes College
Barnard College  Kenyon College  University of Richmond
Bates College  Lafayette College  Sewanee: the University of the South
Baylor University  Lake Forest College  St. Lawrence University
Beloit College  Luther College  Wagner College
Brandeis University  Massachusetts College of Art & Design  Wellesley College
Bryn Mawr College  Middlebury College  Wheaton College (MA)
Bucknell University  Mills College  Worcester Polytechnic Institute
Colby Sawyer College  Mitchell College  The College at Brockport
Connecticut College  Mt. Holyoke College  DePauw University
Dickinson College  Occidental College  Earlham College
Earlham College  Ohio Wesleyan University  Ferrum College
Ferrum College  Pacific Lutheran University  University of Findlay
University of Findlay  Pomona College
What’s Important

**Faculty**
- Access from off campus
- Technology in meeting spaces / classrooms
- Library catalog
- Library databases
- ERP self service
- Circulation services

**Students**
- Wireless access
- Public computers in the library
- Campus computer labs
- Course management system
- Quiet work space in the library
Introducing Value

• Value combines changes in use with changes in importance
• Changes in use precede changes in importance
• Value allows us to identify coming changes sooner
• Value is a trend, measuring the annual rate of change for a service
Annual change in Value

Importance Benchmark

Value
Importance Benchmark

Wireless Access on Campus
Course Management System
ERP Self Service
Technology in Meeting Spaces / Classrooms
Computing Web Site
Library Circulation Services
Borrowing Technology Equipment
Library Web Site
Library Reference Services
Faculty Satisfaction

Annual change in Satisfaction

Satisfaction Benchmark

- Wireless Access on Campus
- Course Management System
- ERP Self Service
- Technology in Meeting Spaces / Classrooms
- Computing Web Site
- Library Circulation Services
- Borrowing Technology Equipment
- Library Web Site
- Library Reference Services
Faculty Value and Satisfaction

Annual change in Value and Satisfaction

- Value
- Importance Benchmark
- Satisfaction
- Satisfaction Benchmark

Benchmarks

Wireless Access on Campus
Course Management System
ERP Self Service
Technology in Meeting Spaces / Classrooms
Computing Web Site
Library Circulation Services
Borrowing Technology Equipment
Library Web Site
Library Reference Services
Student Satisfaction

Annual change in Satisfaction

Satisfaction Benchmark

- Wireless Access on Campus
- Course Management System
- Library Databases
- Inter-Library Loan
- Online Course Reserves
- ERP Self Service
- Online Library Catalog
- Library Reference Services
- Computing Web Site
- Library Web Site
- Residence Hall Phone Service

Satisfaction
Satisfaction Benchmark
Student Value/Importance Benchmark

- Wireless Access on Campus
- Course Management System
- Library Databases
- Inter-Library Loan
- Online Course Reserves
- ERP Self Service
- Online Library Catalog
- Library Reference Services
- Computing Web Site
- Library Web Site
- Residence Hall Phone Service

Annual change in Value

Importance Benchmark
Student Value and Satisfaction

Annual change in Value and Satisfaction

Benchmarks

- Wireless Access on Campus
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Value
Importance Benchmark
Satisfaction
Satisfaction Benchmark
Thank you

• Annual report and more information:
  – [www.misosurvey.org](http://www.misosurvey.org)

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