Assessing the Quality & Effectiveness of Library Services Using the MISO Survey

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La Sapienza University, Rome Italy
About the MISO Survey

- What is MISO: Measuring Information Service Outcomes
- How the survey started
  - Bryn Mawr College (Philadelphia, Pennsylvania, USA)
  - Council on Library and Information Resources
- Collaborative nature of project
  - Volunteer team
- 83 institutions have participated

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About the MISO Survey

- Respondents since 2005
  - 24,000 faculty, 48,000 undergraduates, 32,000 staff
  - More than 105,000 total

- Average national response rates (2011-2013):
  - Faculty: 57.9%
  - Undergraduates: 50.1%
  - Staff: 53.6%
How MISO Distinguishes Itself

- High quality, evolving instrument
  - Tested at the team’s home institutions
- Survey includes both library and computing/information technology (IT) services
- Exceptionally strong response rates

misosurvey.org
Composition of survey team
- We all live and work full time within library and IT organizations

Comparable results
- Workbooks distributed to participating institutions

Results permit statistical tests, custom comparisons
Academic Library & Computing Services Data Collected

- Library and technology services
  - Frequency of Use, Importance, and Satisfaction
- Communicating with campus constituents
- Skill level of constituents and interest in learning
- Software and tools used
- Demographics about constituents

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How the data has been used

- By the survey team
  - Past stories
  - Future areas of analysis
- By participating institutions
  - Examples of evidence-based decision making
MISO Survey Team

- David Consiglio, Bryn Mawr College (*Principal Investigator*)
- Kevin Creamer, University of Richmond
- Katherine Furlong, Lafayette College
- Gentry Holbert, Spring Hill College
- Joshua Wilson, Brandeis University
- Jean Lacovara, MISO Survey staff

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Thank You

- Visit our web site: misosurvey.org
- E-mail: survey@misosurvey.org
- ECAR Research Bulletin: “Measuring Information Services Outcomes with the MISO Survey”