The MISO Survey: Assessing Library and Information Technology Services

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The MISO Survey: Background

- 2004: Bryn Mawr College In-house Survey
- 2005: Redeveloped under guidance of CLIR CIO group
- Goal: Benchmark library & IT services across institutions and over time
- Separate survey instruments for faculty, staff, & students
- 2005-2006: Survey launched at 20 institutions
- Survey conducted annually
Participating Institutions

• Allegheny College
• Barnard College
• Bates College*
• Baylor University
• Beloit College*
• Brandeis University*
• Bryn Mawr College*
• Bucknell University
• Colby Sawyer College*
• Connecticut College*
• Dickinson College*
• Earlham College*
• Ferrum College
• University of Findlay

• Haverford College*
• Kenyon College*
• Lafayette College
• Lake Forest College
• Luther College*
• Middlebury College*
• Mills College
• Mitchell College
• Mt. Holyoke College
• Occidental College
• Ohio Wesleyan University
• Pacific Lutheran University*
• Pomona College*
• Rhodes College*
• University of Richmond*
• Sewanee: the University of the South
• St. Lawrence University
• SUNY Brockport
• Wagner College*
• Wellesley College*
• Wheaton College (MA)*

* School participated multiple times

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The MISO Survey
MISO Survey Instruments

- Service Use
- Service Importance
- Service Satisfaction
- Library & IT Staff
- Communication with campus
- Library & IT skills
- Interest in learning library & IT skills
- Technology ownership and use

- Library services
- Computing support services
- Multimedia services
- Instructional technology services
- Telecom services
- Network services
- Administrative data systems
- Up to 52 services assessed
MISO Survey Key Early Findings

• Satisfaction relatively high for all services
• More variation in satisfaction between services than between schools
• Library related services have highest satisfaction
• Low levels of service knowledge but know who to contact for support
• Little interest in learning more library and technology skills
• 2005-2007 – Public computing most important service to students
• Very few services are important to staff
MISO Survey Trends: Wireless

- Rapid increase in importance of wireless access for all constituencies
Students: Changing Importance of Computing Labs and Wireless

The graph shows the changing importance of computing labs and wireless over the years from 2006 to 2009. The red line represents computing labs, which shows a slight increase in importance over the years. The blue line represents wireless, which also shows an increase in importance but at a higher rate compared to computing labs. Both lines indicate a positive trend in the importance of these technologies over the observed period.
Changing Importance of Wireless on Campus

- Students
- Faculty
- Staff

Importance over time from 2006 to 2009.
MISO Survey Trends: Wireless

- Rapid increase in importance of wireless access for all constituencies
- Low satisfaction with performance and availability of wireless
MISO Survey: Faculty Trends

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The MISO Survey
# MISO Survey: Faculty Trends

## Changes in Importance and Use

### Increasing
- Wireless
- ERP
- Course management systems
- Classroom technology
- Technology Instruction
- Borrowing laptops
- Classroom technology Support
- Instructional technology support
- Access to online resources
- Borrowing technology equipment
- Computing Web Site

### Decreasing
- Library Circulation services
- Library liaison/contact
- Library Reference services
- Library Web site

### No Change
- Library databases
- E-Reserves
- Library Instruction
- Interlibrary loan
- Online library catalog
- Computing Help Desk*

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MISO Survey: Faculty Trends

Faculty Age Profiles

Early career (<40 years old)
• More services of high importance
• Value technology services more than colleagues
• Value support services less than other faculty
• Least satisfied with all services

Early-mid career (40 to 49)
• Value support services more than others
• Also value technology services
• Less satisfied than older colleagues

Late-mid career (50 to 59)
• Value support services more than others
• Value technology services less than others
• More satisfied than younger colleagues

Late career (60+)
• Value all services less than other groups
• Most satisfied with all services

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The MISO Survey
What does all this mean?
Questions?
The MISO Survey:  
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