

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

Barnard College

Bates College

Baylor University

Beloit College

Brandeis University

Bryn Mawr College

Bucknell University

Colby Sawyer College

The College at Brockport

Connecticut College

DePauw University

Dickinson College

Earlham College

Ferrum College

University of Findlay

Haverford College

Kenyon College

Lafayette College

Lake Forest College

Luther College

Massachusetts College of

Art & Design

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

Wagner College

Wellesley College

Wheaton College (MA)

Worcester Polytechnic
Institute

What's Important

Faculty

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

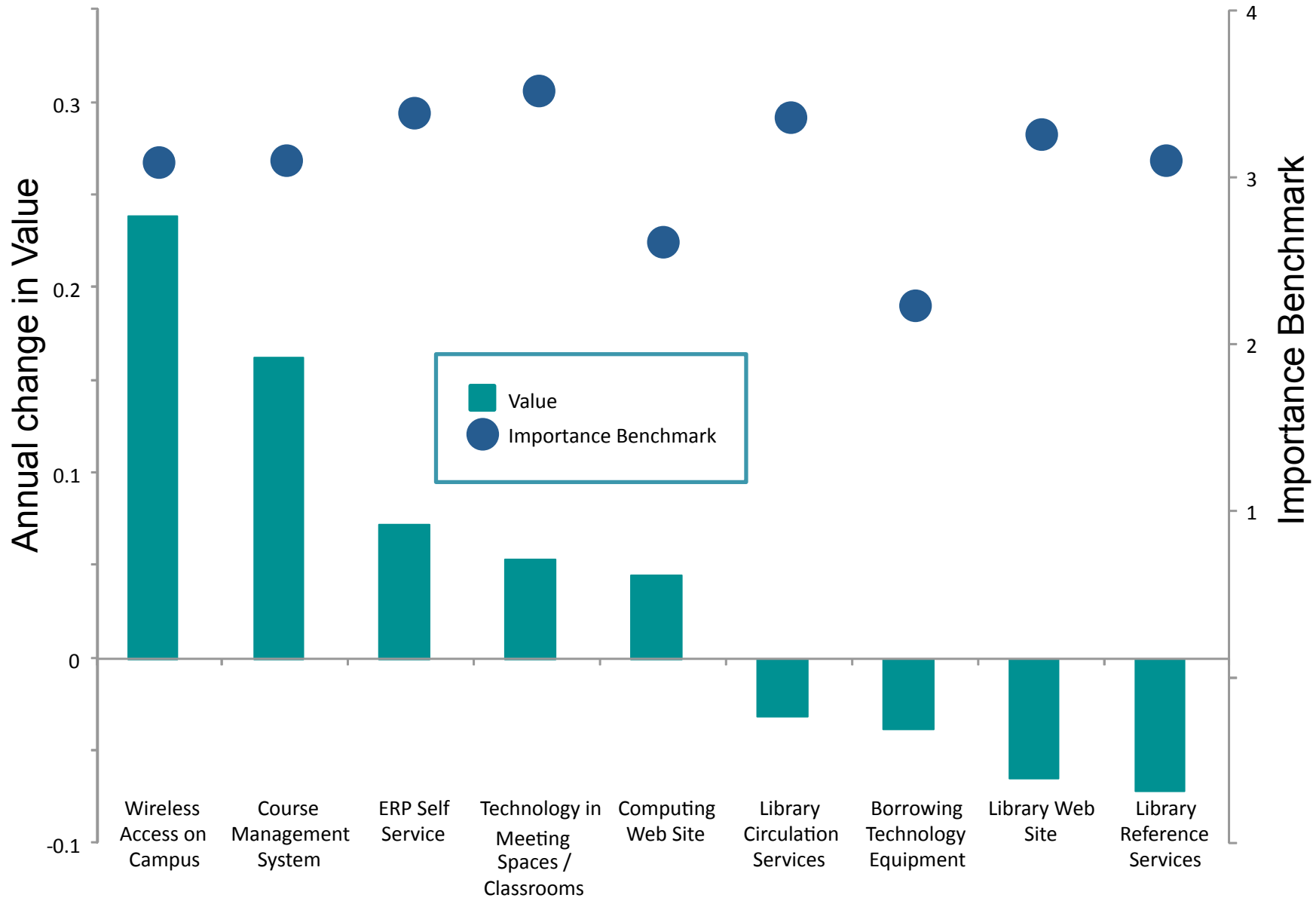
Students

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

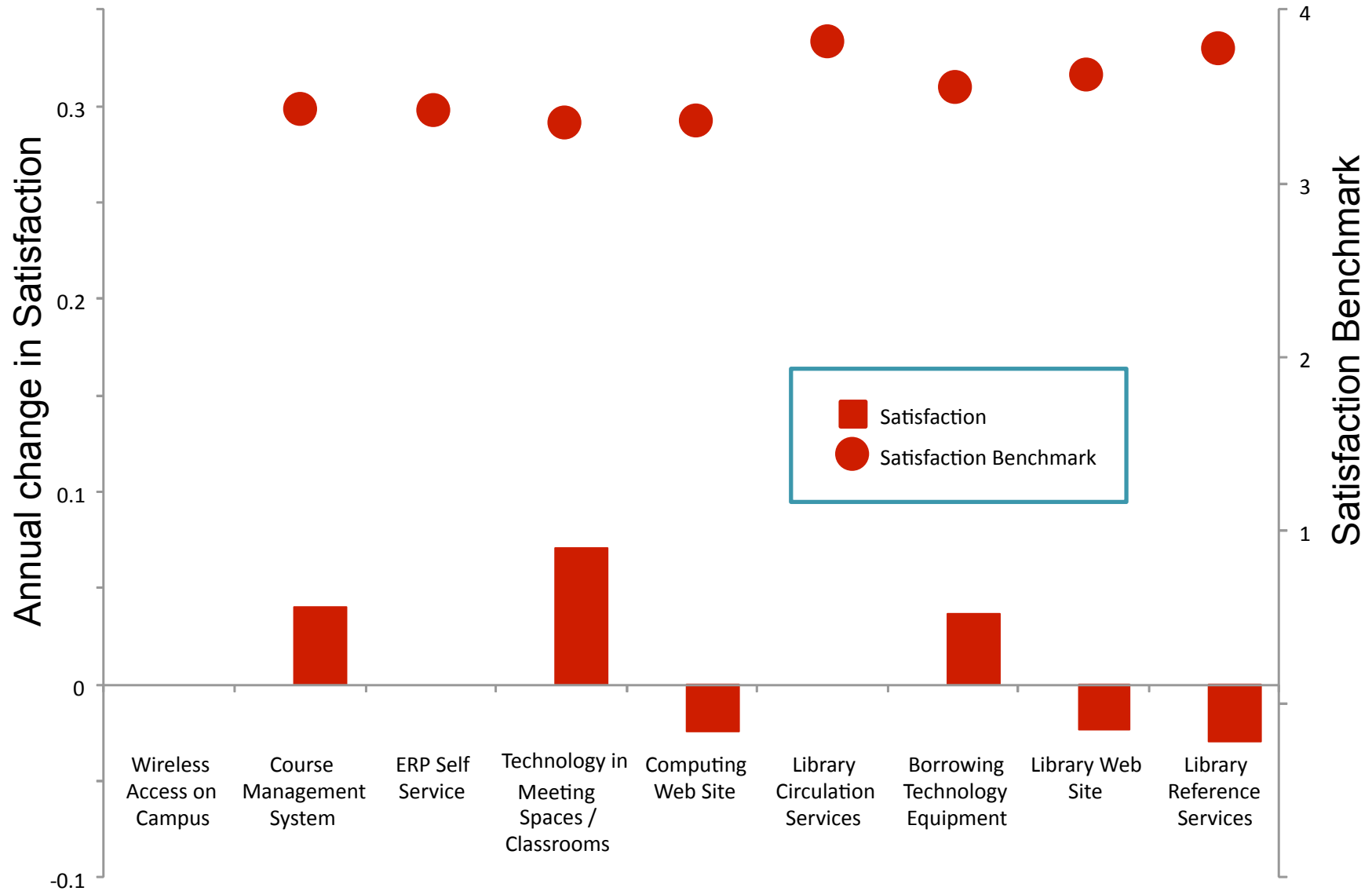
Introducing Value

- 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

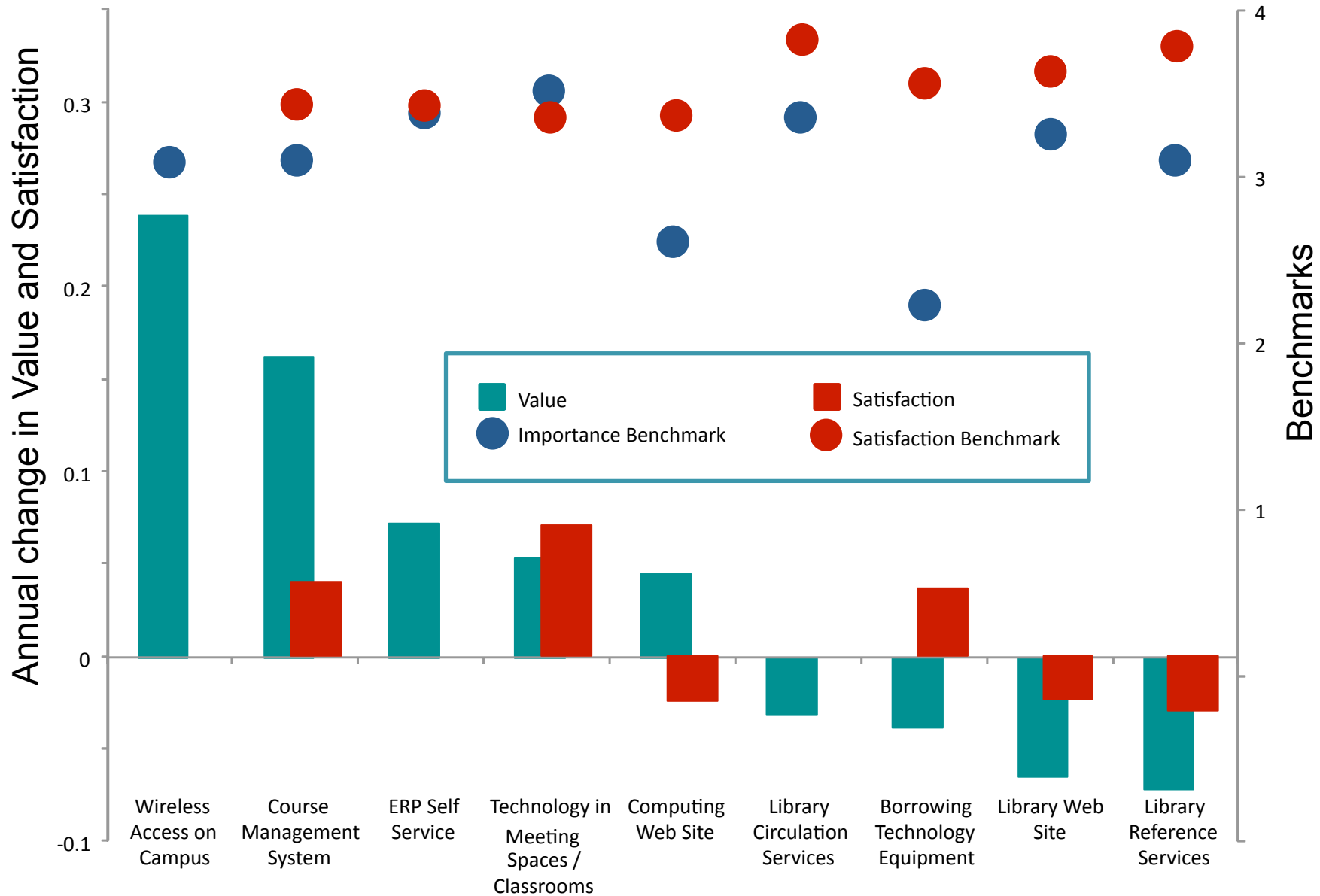
Faculty Importance / Value



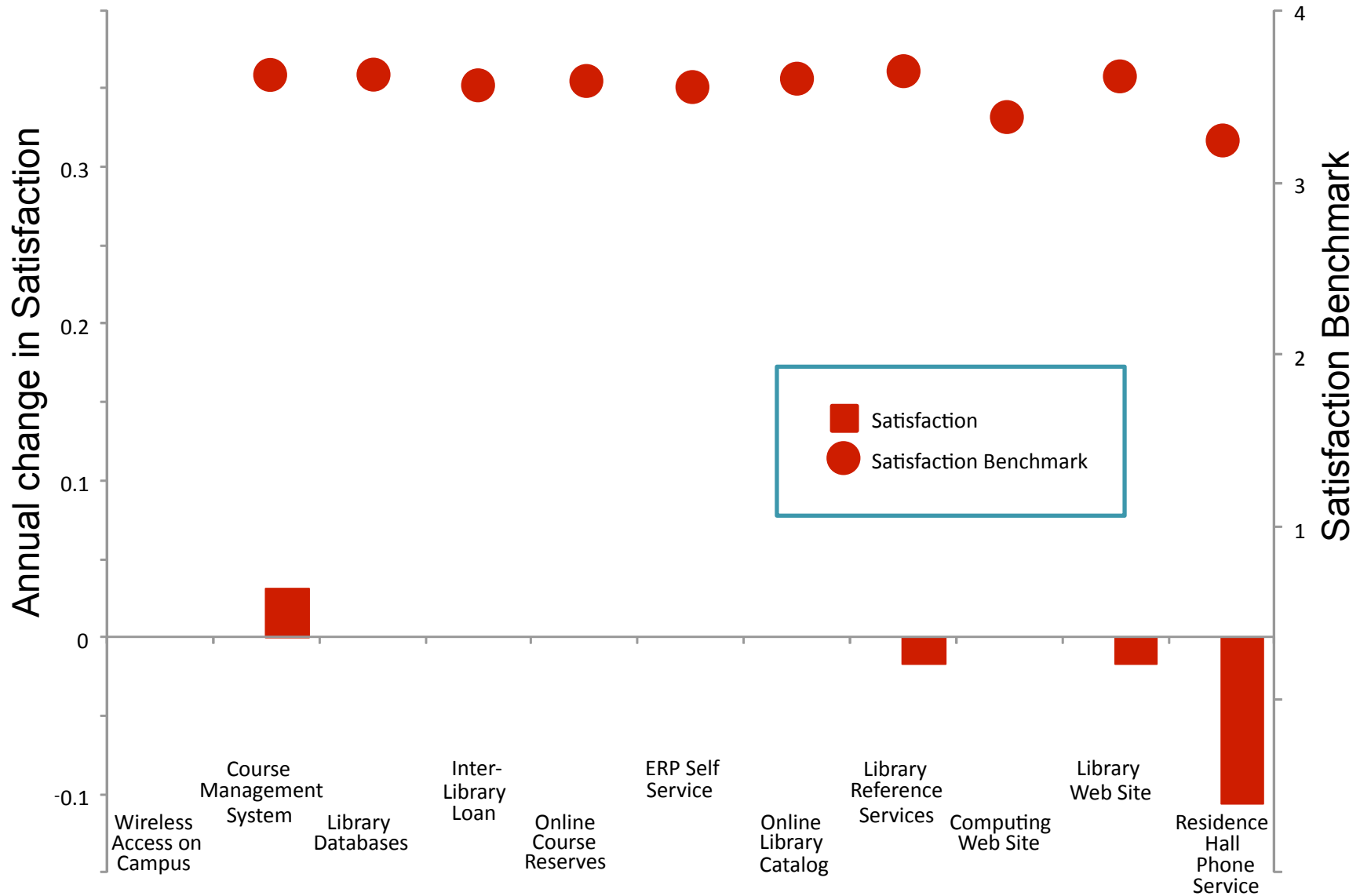
Faculty Satisfaction



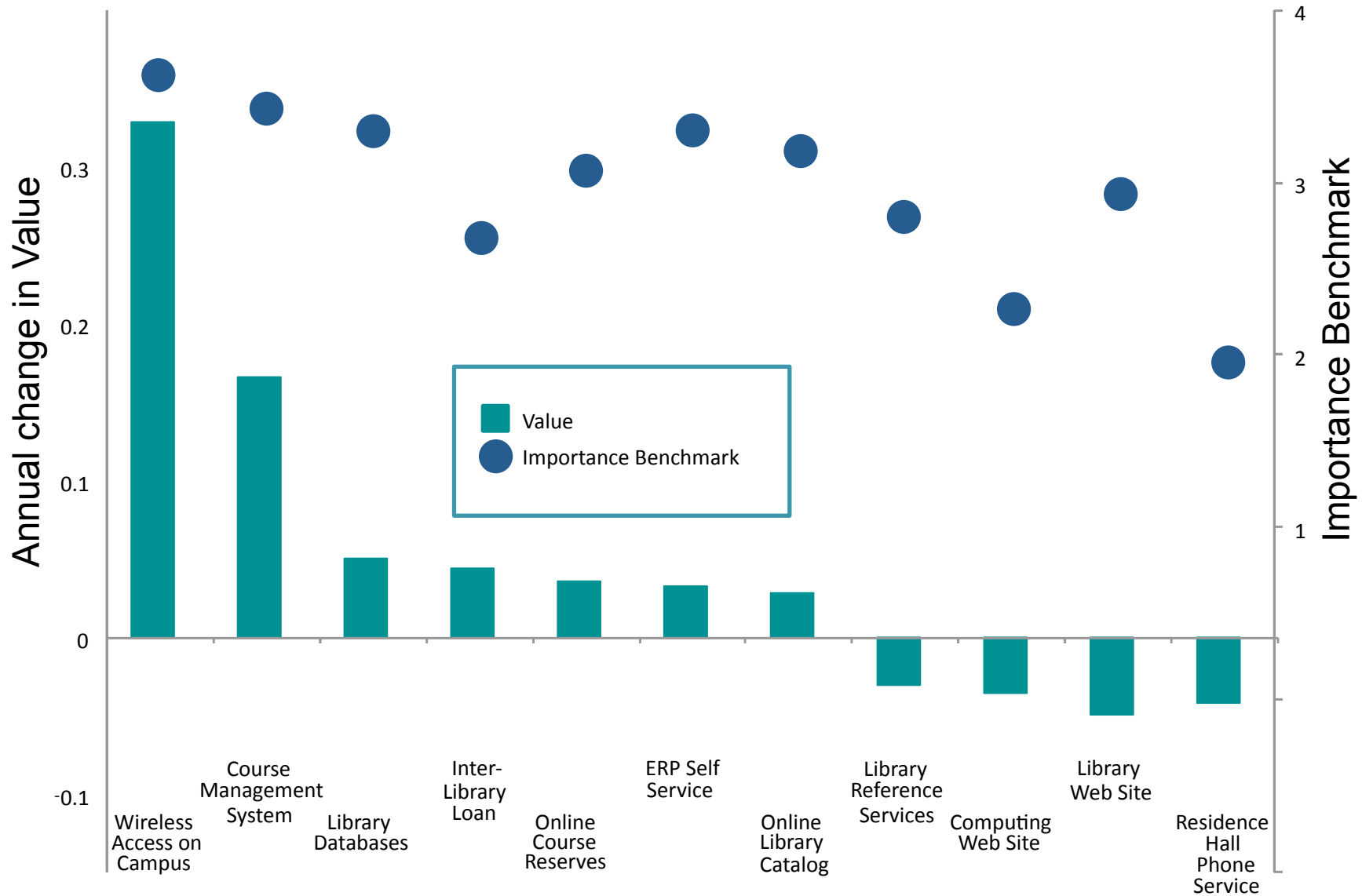
Faculty Value and Satisfaction



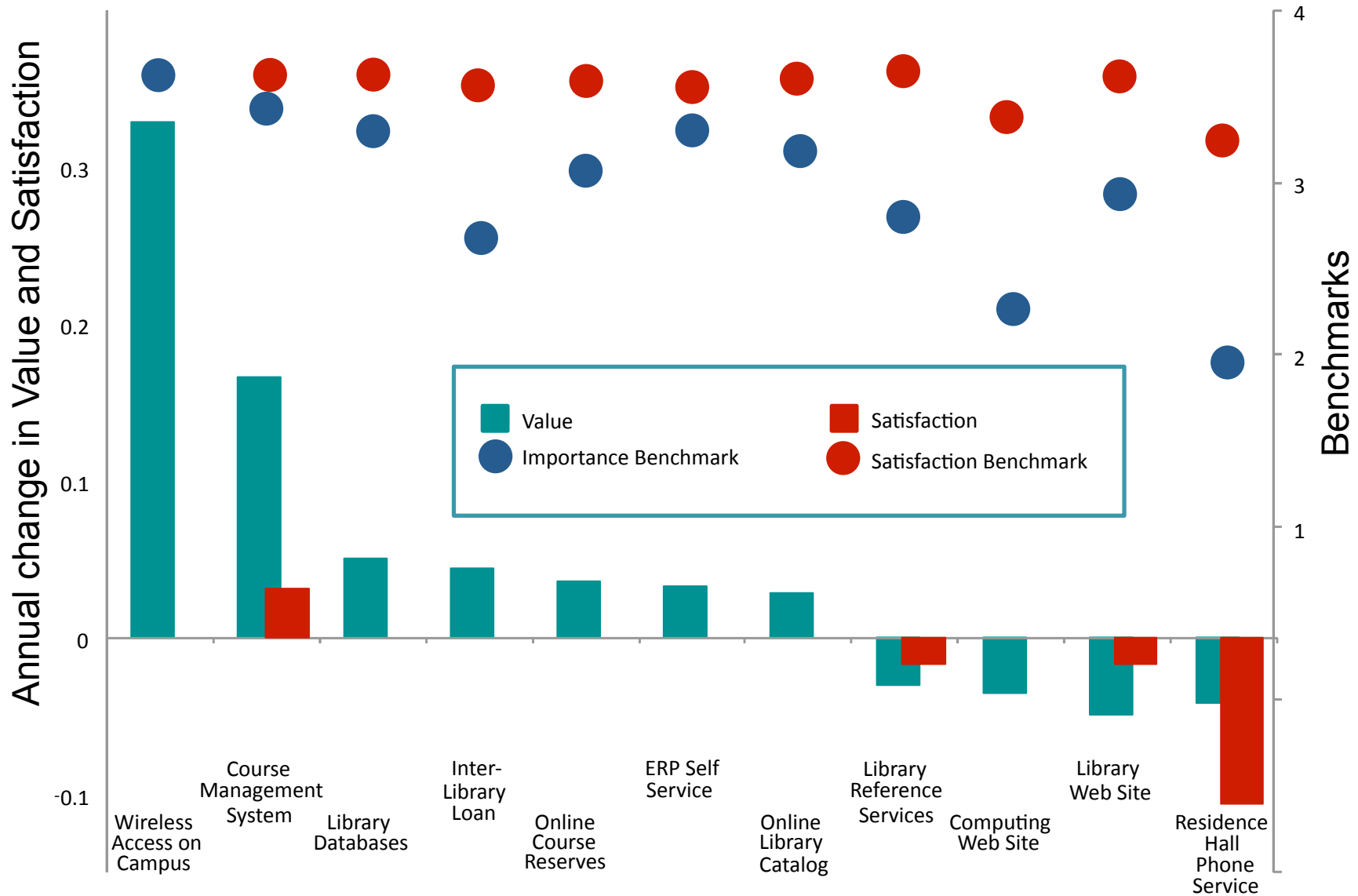
Student Satisfaction



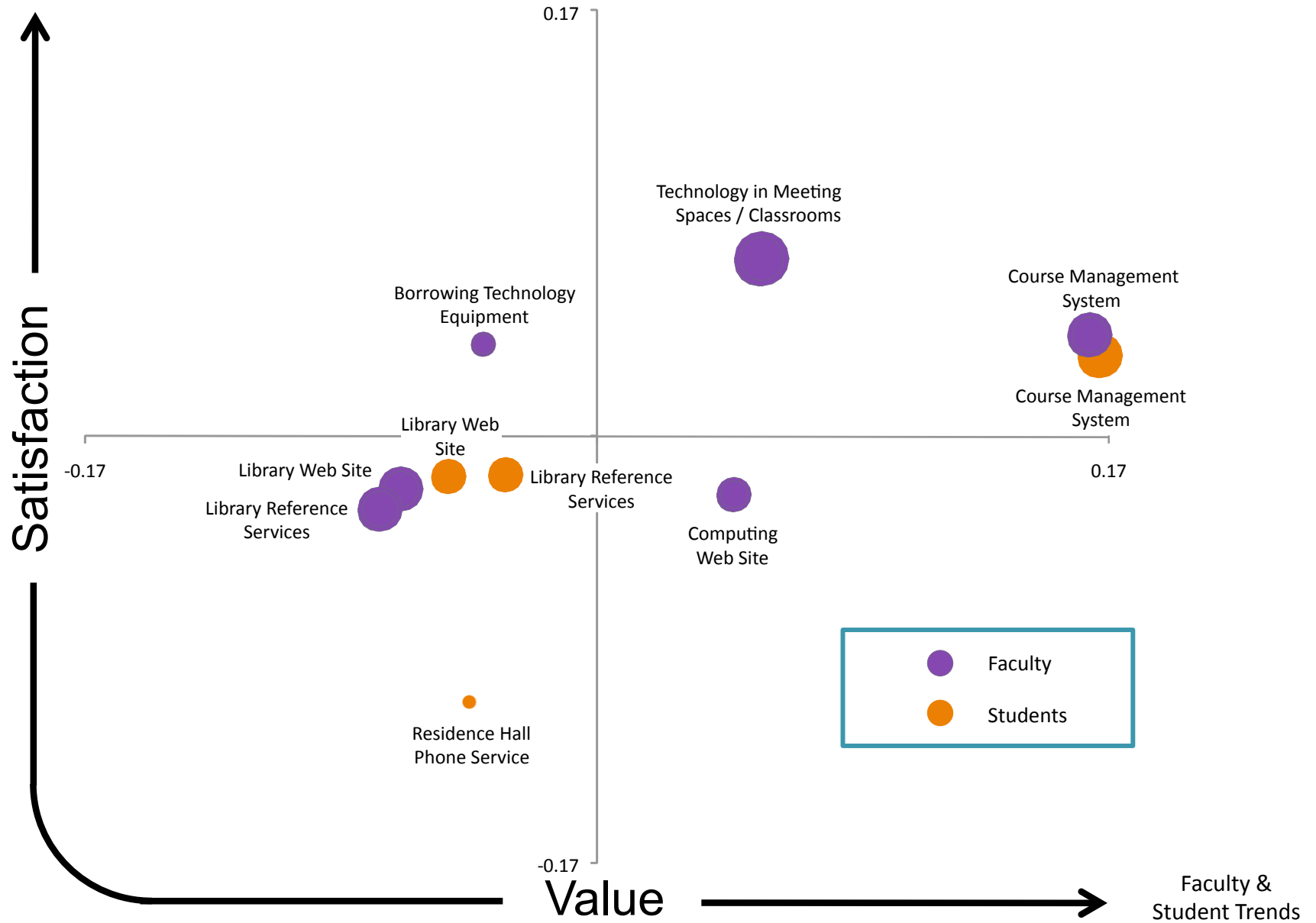
Student Value/Importance



Student Value and Satisfaction

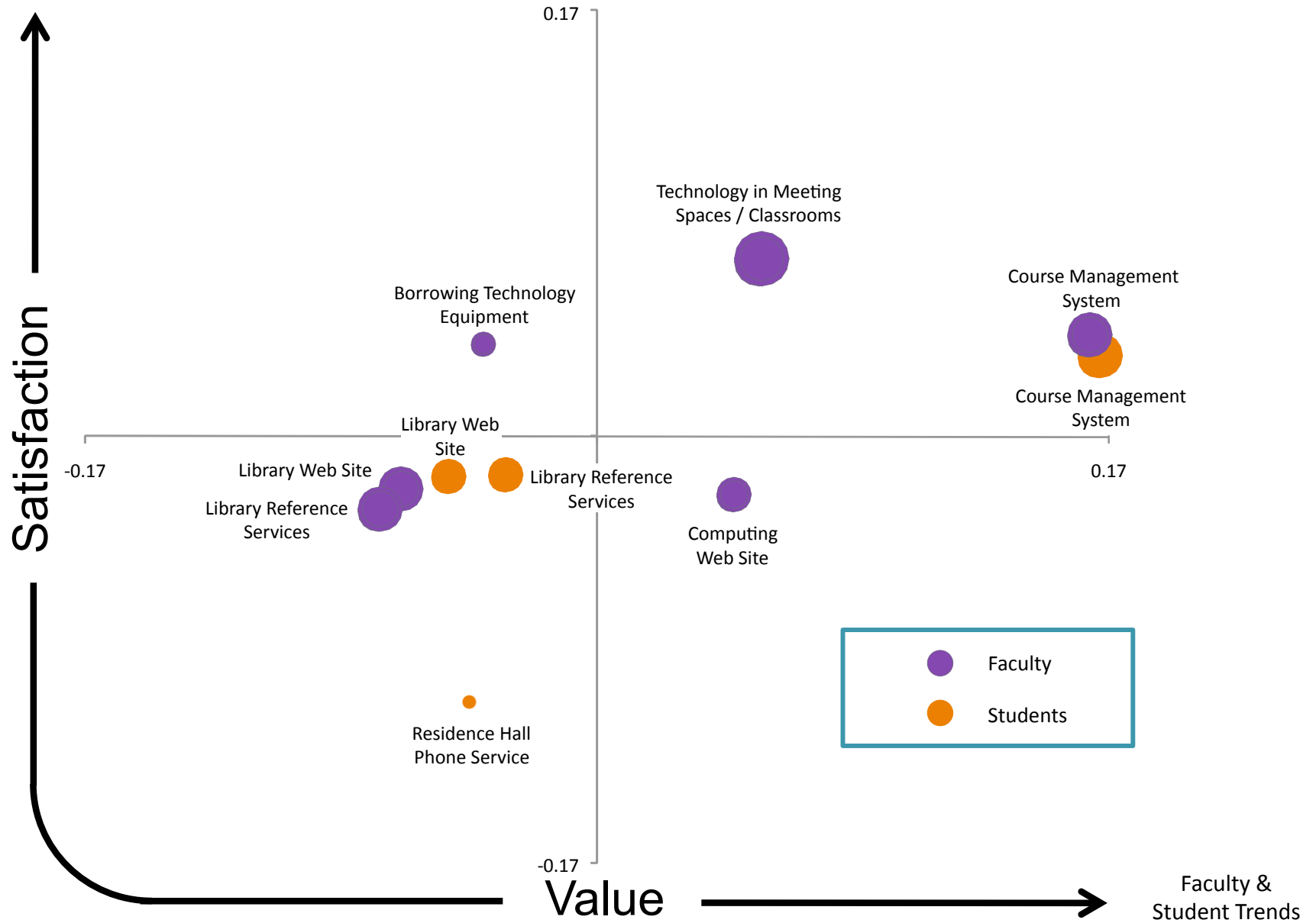


Action items



Faculty & Student Trends

Questions & Discussion



Faculty & Student Trends

Thank you

- Annual report and more information:
 - www.misosurvey.org
- MISO Survey Team:
 - Laurie Allen, Haverford College
 - Amy Bryant, Earlham College
 - David Consiglio, Bryn Mawr College
 - Kevin Creamer, University of Richmond
 - Joshua Wilson, Brandeis University