



Performance Measures and Assessment: Critical Tools During Challenging Times

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NISO Forum: Performance Measures and Assessment: Critical Tools During Challenging Times

The MISO Survey: Assessing Library and Information Technology Services

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June 1, 2009

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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

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Participating Institutions

- | | | |
|-------------------------|--------------------------------|--|
| • Allegheny College | • Haverford College* | • Pomona College* |
| • Barnard College | • Kenyon College* | • Rhodes College* |
| • Bates College* | • Lafayette College | • University of Richmond* |
| • Baylor University | • Lake Forest College | • Sewanee: the University of the South |
| • Beloit College* | • Luther College* | • St. Lawrence University |
| • Brandeis University* | • Middlebury College* | • SUNY Brockport |
| • Bryn Mawr College* | • Mills College | • Wagner College* |
| • Bucknell University | • Mitchell College | • Wellesley College* |
| • Colby Sawyer College* | • Mt. Holyoke College | • Wheaton College (MA)* |
| • Connecticut College* | • Occidental College | |
| • Dickinson College* | • Ohio Wesleyan University | |
| • Earlham College* | • Pacific Lutheran University* | |
| • Ferrum College | | |
| • University of Findlay | | |

*School participated multiple times

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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

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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

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MISO Survey Trends: Wireless

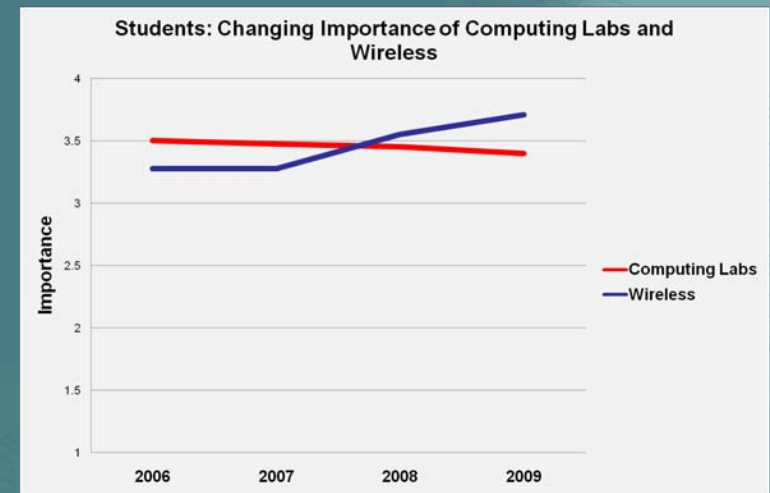
- Rapid increase in importance of wireless access for all constituencies

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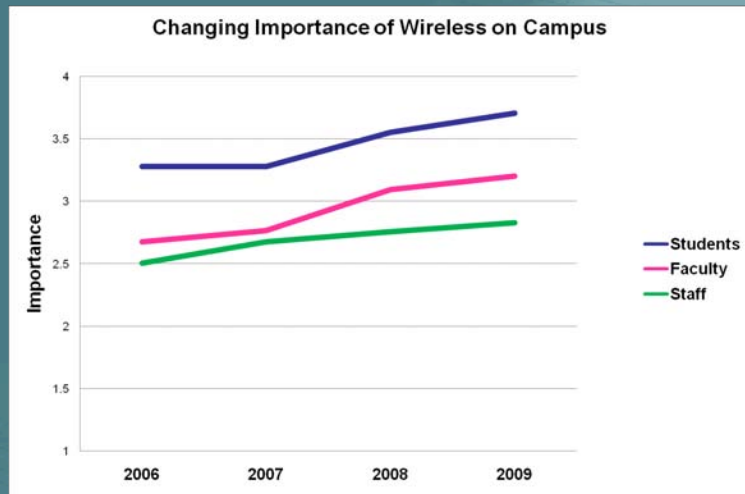
Students: Computing Labs/Wireless



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MISO Survey Trends: Wireless

- Rapid increase in importance of wireless access for all constituencies
- Low satisfaction with performance and availability of wireless

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MISO Survey: Faculty Trends

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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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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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What does all this mean?

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Questions?

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