Performance Measures and Assessment: Critical Tools During Challenging Times

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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
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: Computing Labs/Wireless

![Graph showing the changing importance of computing labs and wireless 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

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*
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

What does all this mean?

Questions?

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