

MISO Survey 2008

Results and Discussion

What is the MISO Survey?

In February 2008, LITS administered the MISO (Merged Information Services Organization) survey to Brockport faculty, staff and students. The MISO Survey is a web-based quantitative tool developed by Bryn Mawr College that measures how faculty, students, and staff view library and computing services in merged library and technology organizations such as our Library, Information and Technology Services (LITS). Over 35 institutions have participated in this survey.

What types of questions were asked?

The survey asked about both library and technology services and tools (i.e., library databases, software, hardware, helpdesk, etc.) Core survey questions focused on service satisfaction, service importance, and use. The survey also included open-ended questions, giving participants an opportunity to add comments.

Response Rate:

The survey was sent to all faculty, administrative and support staff, excluding LITS staff, and to 1000 randomly selected undergraduate students. Response rate was average for our cohort.

Some survey participants chose not to answer every question and a small number opted out before completing the survey.

Response by group:

- Students: 23% (1001 contacted, 226 responses.)
- Faculty: 31.3% (690 contacted, 216 responses.)
- Staff: 32.9% (608 contacted, 200 responses.)

Key Findings:

- Satisfaction for nearly all services is generally high as indicated by mean scores greater than 3.0 out of 4.0. Brockport's satisfaction scores were higher than the cohort average. The "importance" section of the survey identified issues that need most attention.
- Satisfaction with wireless access was higher at Brockport than at cohort campuses, but computer lab usage was much higher at Brockport than at the cohort campuses. (At least 70% of students use computer labs at least once a week.)
- Current students are more likely to go online for their research needs: they "want it now" (the self-service mode.) The library needs to continue to provide more online help at the "point of need" for students.
- ANGEL (Brockport's LMS) had higher satisfaction rates and was used more than LMS's on the cohort's campuses.
- Advanced software usage, such as blogs, podcasts, RSS feeds, and digital audio, were not perceived as important nor used as much at Brockport compared to the cohort campuses.
- Trends show that demand for in-person services such as circulation and reference is unlikely to increase as quickly as the demand for interlibrary loan and online assistance.
- Faculty were most dissatisfied with the desktop replacement cycle and amount of email spam. (A new E-mail system was implemented during summer '08.)

Findings and Improvements Made:

Finding	Improvement
1. High satisfaction with library services overall.	Sustain and build on this strength by: <ul style="list-style-type: none"> • Maintaining and continuing to improve customer service. • Hosting workshops and promoting library services. • Continuing to update signage and library space overall. (A new roof was completed in summer '08. New windows in summer '09. New lighting in progress.) • Continuing to provide off-campus access to online resources (Brockport satisfaction was higher than the cohort's.) • Maintaining library hours (Brockport satisfaction was higher than cohort's.)
2. Low satisfaction with library web page and college webpage overall.	This problem was addressed in summer '08 with new staff and new features. <ul style="list-style-type: none"> • Main college webpages were redesigned in summer '08; department webpage upgrades are ongoing. • A new emerging technologies librarian has been hired and edits the library webpage. • A link to new acquisitions is now available. • New AquaBrowser catalog overlay implemented Fall 09 • The library will continue to evaluate its webpage and other services through student focus groups.
3. Low satisfaction with the microfilm readers.	The library purchased a new microfilm machine, with the help of a grant. Training for this machine will continue.

Findings with Improvements Needed (or in Progress):

Finding	Improvement/Continuing Action
1. Access to more resources (journal titles, databases) requested by several faculty participants.	<ul style="list-style-type: none"> • The library has added "Project Muse Humanities collection" and continues investigate new databases. • The budget crisis affects all areas of the library, but it is purchasing more and more titles online.
2. Low satisfaction with services at the MetroCenter.	<ul style="list-style-type: none"> • Library and IT services have been integrated with the LITS department on the Brockport campus to ensure better services.
3. High importance of Interlibrary Loan.	<ul style="list-style-type: none"> • The library filled a new staff position in ILL, after the retirement of the ILL librarian. Continued staff support needed. • Students need more exposure and training on how to use ILL.

IT HelpDesk Summary

Only a small percentage (7.5%) of staff who responded have never contacted the IT Helpdesk. Of those that have contacted the Helpdesk, the majority utilize its services once or twice a semester. A majority of those who responded rated the Helpdesk as being very important, and most were satisfied with the service that they received (62.5 %). Of the staff that responded most were willing

to have SUNY Brockport IT student staff answer some of their technical or computer questions (66.31%). Most of the respondents agreed that the staff employed by the Helpdesk were friendly (75.00%), knowledgeable (57.45%), reliable (64.89%), and responsive (66.49%). Also, a majority of those who responded agreed that the current ITS Helpdesk schedule meets their needs (70.5%).

Different trends were seen in the student responses, with the undergraduate and graduate students responding nearly identically. A majority of the undergraduate and graduate students have never utilized Helpdesk services, with a majority of those who have, only utilizing them once or twice a semester. They also do not find the Helpdesk service to be very important. These importance ratings are below average. However, of those who have utilized services provided by the Helpdesk a majority were satisfied with the services that received. One graduate student respondent commented that “the IT desk was extremely helpful to me when I needed it.” A majority of respondents stated that the current Helpdesk schedule does meet their needs. Also a majority of those responding agreed that the Helpdesk staff were friendly, knowledgeable, reliable, and responsive.

One area where the Helpdesk could use improvement is further training, especially regarding email clients. Two respondents commented regarding the configuration of Outlook, stating: “I am more than happy to have student technicians work on my computer problems, but often times the students do not seem to have the training and knowledge to make the necessary fixes” and “When it comes to problems with my Outlook e-mail, I would prefer a full-time staff person take care of it. Sometimes the students don’t know all the quirky issues associated with the program, i.e., addressbooks, etc. They may fix one thing, but not carry through and address associated problems.” Respondents would also like to see the Helpdesk employees better trained with one commenting: “I would also like to see the HelpDesk staff receive more training. Frequently, when we call with a problem, they respond as though they are reading from a script, and also will ask the same questions multiple times on the same call. Open-ended questions would be better.”

Another thing that the Helpdesk may want to consider is opening at 7:00 so that any issues can be resolved before the start of the work day. One respondent commented: “It would be helpful for the HelpDesk to open at 7:00. Many offices open at 8:00, and if we have a problem, we'd like it resolved before we open to students.”

One respondent commented that: “Just need to say that when I have called the Help Desk, personnel are very polite and responsive,” but non-native English speakers (or those who speak too quickly) may be hard to understand.

The College community is thanked for its participation and valuable input. Many suggestions have been implemented or are being considered for implementation. MISO is expected to be administered again during Spring 2010. For more information about the survey, visit <http://www.misosurvey.org>

For more information on the College at Brockport’s MISO survey results, please contact: Jennifer Little, jlittle@brockport.edu, 395-2482.